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The Detroit Main Library's reference and research facilities have been used by increasing numbers of non-residents, although there has never been reciprocal financial support from suburban areas. Costs have increased and the city tax base has declined. In order to continue to operate as a metropolitan research library and to solve financial problems, the Detroit Public Library, Wayne State University, and the Michigan State Library began a research and demonstration project in August, 1966. Objectives of the project were to (1) provide service to all residents of the six-county metropolitan area, (2) analyze resulting use and users, (3) determine costs, (4) suggest alternative possibilities for financial support, and (5) "sell" the expanded service and necessary financial support. Major conclusions are: (1) Non-resident use is mostly limited to the Standard Metropolitan Statistical Area (SMSA) and the SMSA residents should have access and share financial support. (2) No correlation is seen between number of residents in a geographical area and use of Detroit's Main Library. (3) Most of the non-residents' use was in-the-building use. (4) Students were heaviest non-resident and resident users. (5) Extent of non-resident use indicates new financial support patterns would be appropriate. (6) Evidence suggests state support of Main Library Service to non-residents. (7) Visits to the Main Library appear to be a valid index of use. Suggested areas for further study are cited. (CC)

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FINAL REPORT
Project No. 7-1079
Grant No. OEG-1-7-071079-4285

DETROIT METROPOLITAN LIBRARY RESEARCH AND DEMONSTRATION PROJECT

May 1969

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DETROIT METROPOLITAN LIBRARY
RESEARCH AND DEMONSTRATION PROJECT

Harold G. Johnston

Wayne State University
Detroit, Mich.

May 1969

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CHAPTER I. SUMMARY

For several years, the Detroit Main Library's reference and research facilities have been used by increasing numbers of non-residents. The reasonableness of such use, i.e., the role of a central city research library in a metropolitan complex, was recognized by the library administration. However, there has never been a reciprocal contribution from the suburban area to the library budget. Costs, meanwhile, were mounting while the city tax base was declining.

In its desire to continue to operate as a metropolitan research library, the Detroit Public Library sought to resolve the financial issue. To do so, they joined with their neighbor, Wayne State University, and with the Michigan State Library in launching the Detroit Metropolitan Library Research and Demonstration Project in August, 1966.

The objectives of the project were:

1. To provide area-wide research-level service and free borrowing privileges from the Detroit Main Library to all residents of the six-county metropolitan area.
2. To measure analytically the resulting use in terms of the user's place of residence, educational level, occupation, age, sex and kind of use.
3. To measure costs, also analytically.
4. To create a design for permanent continuance and improvement of the service, with a formula (or alternative formulae) for equitable support thereof.
5. To "sell" continuance of the service and equitable distribution of support.

The project was divided into three phases:

Phase I --a research design study completed in January, 1967 and reported under the title of Methods and Procedures for Measuring Patron Use and Cost of Patron Services for the Detroit Metropolitan Library Project, by Nelson Associates, Inc.

--a study completed by Miss Helen Kremer of the Michigan State Library in June, 1967 entitled Background Data, which assembles and presents relevant demographic ecological data for the Detroit metropolitan area.

Phase I was supported by a grant to Wayne State University from the State Board of Education under Title I of the Higher Education Act of 1965 with local contributions from Detroit Public Library, Michigan State Library and Wayne State University.

Phase II --opening the Detroit Main Library in February, 1967, to free walk-in service to all residents of Wayne, Oakland and Macomb counties.

This phase was financed with a combination of federal, state, and local funds.

Phase III --enlarging the geographic area of service in July, 1967, to include the counties of Monroe, St. Clair and Washtenaw.

--conducting two periods of intensive study of Detroit Main Library use, one in October, 1967, and the other in February, 1968.

--analyzing the use made during these periods of intensive study, the characteristics of the library user and the costs of the service.

This phase was financed by a grant from the Bureau of Research of the United States Office of Education under Title II-B of the Higher Education Act of 1965, plus local contributions.

To gather the data, a new registration card was designed along with special forms to measure use. Some existing Detroit forms were also adapted for gathering data.

More than 41 percent of the people who registered for borrower's cards from February, 1967, to March, 1968, were non-residents. More significantly, more than 38 percent of the people who entered the Main Library during the two sample weeks were non-residents of the city-proper.

Non-resident use of the Main Library was largely limited to residents of a three county area. Of the six counties involved in the project, only the people of Macomb, Oakland, and Wayne counties made "substantial" use of the library.

Of 25,700 survey cards[1] analyzed, 14.6 percent were from residents of Wayne County (outside Detroit), 14.3 percent were from residents of Oakland County, 6.9 percent were from residents of Macomb County, and only 2.3 percent from all other non-residents combined. Wayne County (outside Detroit) has a third more population than Oakland County, but Oakland County has a higher median income and a greater percentage of white collar workers and college graduates as heads of households.

[1] See Appendix A for form, which was handed to each person entering the Main Library during the two sample weeks and returned in useable form by 25,700 visitors.

Non-residents made relatively greater use of the reference and research facilities than of the privilege of borrowing materials. They accounted for 39 percent of the periodical requests, 39 percent of the call slips received in the reference departments, and 37 percent of the in-person reference questions. The percentage of loan charges by non-residents was considerably lower -- 24 percent -- indicating predominantly in-the-building research-reference use by the non-resident. Charges from the Schools Department were also low, 19 percent, but higher from the Educational Film Department, 31 percent. This would suggest among other things, (1) greater mobility of adults than of children, (2) relative adequacy of juvenile literature in the suburban community libraries, (3) school libraries which meet the fundamental school needs, and (4) lesser availability elsewhere of films and film strips.

Fiction charges were proportionately higher to resident than to non-resident (approximately 23 percent and 15 percent), another indication of the research/non-resident relationship. Major non-fiction loans to non-residents fell in the Dewey classes of the 300's, 900's, and 600's in that order.

In contrast to the lesser borrowing by non-residents, charges to companies whose offices were outside the city limits were relatively higher, accounting for 37 percent of all company charges.

Non-residents asked 27 percent of the telephone reference questions, a lower percentage than in most other categories sampled. On the other hand, non-resident telephone questions required more time per question to answer. The same time relationship applied to questions asked in-person. This would suggest that the non-resident tended to use the central resource library for the more difficult questions.

Extending access to the metropolitan area did not significantly increase the work load of the reference departments of the Main Library. This could mean that without the open access, there might have been substantial decreases, or that non-resident use remained relatively constant, i.e., independent of the project. There might have been a noticeable increase had the civil disturbance not have occured midway during the life of the project.

Students were the largest group of users. Student use was 64 percent of the total, i.e., 64 percent of the survey cards collected and analyzed during the two survey weeks. Forty-two percent of all survey cards were from college and university students and 22 percent from non-college (primarily high school) students. Wayne State University students accounted for 36 percent of the total use. An average of 60 percent of all people who visited the library, regardless of occupation, came for school work.

"Professional" use was 17 percent of the total with teacher use higher than that of any other profession. Teachers were the second largest occupational group of users over-all. Engineers came next among professional users. More than one-half of the engineers who returned survey cards were non-residents. The same was true for designers and draftsmen, personnel and labor relations people, and sales workers.

Sixty-one percent of all non-resident survey cards returned were from male users; 75 percent of the survey cards were returned by users less than 30 years of age. Sixty-three percent of the recorded visits by non-residents were by students; 19 percent were by teachers, 3 percent by engineers.

Eighteen percent of the materials lent to non-residents were Dewey 300's; 15 percent were fiction.

Thirty percent of the non-resident visits were for half an hour to one hour; 38 percent were from one to three hours.

Seventy-four percent of the non-resident visits resulted in user satisfaction.

It seems apparent that a part of the cost of operating Detroit's Main Library should properly be born by the non-residents who use its resources, or by the governmental units in which they live. The practiability of equitable contributions by municipalities would appear to be doubtful. There are too many of them, each with many urgent needs.

Theoretically possible solutions to the problem of equity include:

1. State support of the costs of Main Library service to non-residents of the city proper;

2. Contributions by the three counties, proportional to use of the Main Library by residents of each county;

3. A matching-basis combination of 1 and 2;

4. A metropolitan library district (or authority of broader than library scope) with taxing authority; the function of such an authority might be provision of back-stop library service, complementing the autonomous local library districts, or it might, theoretically be total public library service to metropolitan Detroit, or it might be a "cultural" authority encompassing responsibility for metropolitan cultural services of broader scope;

5. Support of Main Library service to college and university students by the state, of service to high school students by the intermediate school districts, and of service to all other users, in proportion to use, by the counties and the city.

Any of these support patterns possibly excepting the first, would probably require a corresponding change in control of the Main Library.

CHAPTER 2. INTRODUCTION

Here is a description of one Main Library user selected from the 25,700 who returned survey cards during the two sample weeks.

Subject:	A 33-year-old male with 17 years of education. Lives in Berkley in Oakland County. Teaches in Wayne County.
Actions:	On October 24, 1967, he visited the Main Library for school work and used library materials in the Philosophy, Religion and Education Department for less than ½ hour. On February 27, 1968, he visited the Main Library for school work and used library materials in the Technology and Science Department, requested two books on social science from the Sociology and Economics Department's stacks, and charged out two books on public health.
Reactions:	On his first visit he did not ask for assistance. On both visits he was satisfied. His trips were solely to visit the library and he drove. He is a regular user of the Detroit Main Library.

This is a profile of a library user -- a computer assembled profile which resulted from data from several sources. More than a profile, it is a concrete example of a major function performed by an urban public library -- a function which transcends the political boundaries of the governmental unit which maintains the library.

Specifically, this is the profile of a particular Detroit Metropolitan library user. He is one of thousands of non-residents who use the Detroit Main Library. His use illustrates the purpose and dramatizes the plight of today's large urban library. It is a plight nearing crisis proportions, a crisis of indeterminate length, with solutions discernible but not immediately accessible.

When the fact of increasing non-resident use of the Detroit Main Library was fully realized at the beginning of this decade, it was not seen as a problem. Such use was accepted as a normal and permanent pattern. Other factors contributed with appalling rapidity to create a crisis.

The change for the library mirrored the total problem confronting the central city in its urban-suburban context. The library could no longer function in its traditional role as a resource center for city residents alone. As the city had become metropolitan in nature with residents moving freely across boundaries, the library changed from local orientation to a regional one, and so it should, if it were to remain a healthy, vital component of the metropolitan educational and cultural community. To qualify as healthy, a new injection of funds has become a prime requisite.

The very size and nature of the collection made the Detroit Main Library in fact a regional reference and research resource. Over one million volumes, many of highly specialized, technical nature, plus other large collections of unique material, were already in the Detroit Main Library collection. Many of these materials could not be or should not be duplicated by the suburban communities because they were either out of print, too expensive to purchase, too specialized to justify for infrequent use, or too voluminous to house. At the same time, a newly expanded Main Library building provided space for growing collections, users, and personnel.

Requests by the increasing suburban population for access to the library's resource collection were part of a pattern of demands being made on other central city public service institutions. It seemed logical and economical to give such service, complementing local suburban resources, through a central source.

Another factor was the decline of Detroit's population. This feature first appeared in the 1960 census when a decrease from 1950 of more than 179,000 was registered. Even more significant was the decrease in the percentage of metropolitan population living in Detroit from 64 percent to 44 percent. This was accompanied by a corresponding decline in tax revenue with the decline in the financial base further accelerated by the decentralization of industry, the new suburban industrial parks, and the proliferation of multi-million dollar shopping centers, not to mention freeways.

Neither could increasing costs of library operations be overlooked, nor consideration of new patterns of service, nor the desirability of a library network which might be superimposed on existing operations. Progressively larger budgets were required to maintain status-quo service in the face of increasing needs and demands and costs.

Existing needs alone provided sufficient pressure for librarians to explore a broader base of support to make available materials to satisfy current demand. Growing needs were most evident in the demands of the student and the professional worker.

It is hardly necessary to argue that the Detroit Main Library should be a research center for the region when in fact it was already serving in this capacity, though without appropriate recognition. A door check conducted by the library staff in 1966 revealed that 35 percent of a sample of 15,000 people entering the Main Library during an eight-day period were non-residents of Detroit. In the two-week sample conducted during this project, the percentage was 38.2.

With less than one percent of the financial support of the Main Library coming from non-residents, the question of equity in financial support becomes a paramount issue, which will become increasingly urgent as non-resident use continues to increase in volume and in percentage of total use. Something must be done to distribute costs. The times demand recognition of the research center role, and of the necessity of commensurate financial support.

In an effort to resolve the problem, the Detroit Metropolitan Library Research and Demonstration Project was initiated in August, 1966, through the joint efforts of the Detroit Public Library, Wayne State University, and the Michigan State Library.

The purpose of the project was to find a new financial structure for metropolitan area-wide research and reference "back-stop" service from the Detroit Main Library, complementing and adding depth to the public library service available locally in the suburban communities in a six-county metropolitan area based on a carefully documented analysis of use and cost.

Two weeks were devoted to an intensive study of the user and his use. The user was analyzed in terms of the geographic location of his residence within the six-county area, his educational level, occupation, age, sex, school, and the kind of use he made of the library. Information gathered from these use studies and from borrowers' registration records provided the basic data for this report.

CHAPTER 3. METHODS OF SECURING DATA

Two basic blocks of data were collected, one being on characteristics of registrants, the other on the nature of use and characteristics of actual user. The registration card supplied user characteristics for those who applied for borrowers' cards; the survey card fulfilled the same function for users without borrowers' cards. In a comparison of tabulations from the two sources, such as the number of non-residents who registered for cards compared to the number of non-residents who used the library, the greater weight is placed on the use factor, since it is use that largely determines costs.

During the 13-month period for which registration data were collected, a special registration card was used (see appendix A, page 72). The information required of the registrant included not only the traditional facts necessary for the files of the Main Library's Loan and Registration Bureau, but also additional items which were utilized only in the research: highest year of school completed, year of birth, sex, and name of public library used regularly. These, combined with answers to inquiries listed below, completed the registrants' profile:

Place of residence (city, village or township)
County of residence
Occupation
Firm or school (only colleges were coded)
County in which person worked or attended school

(See appendix A, pages 73-74 for listing of total items coded from the registration card.)

To gather information on use, six forms were utilized:

Loan charge slip
Reference charge slip
Periodical request slip
Call slip
Record of service
Survey card

(See appendix A, pages 75-79.) The first two forms were existing Detroit forms which were used without change. Data for loan charges cover items borrowed from the loan desks at the Woodward Avenue exit, the Cass Avenue exit and the Children's Department, but do not include company charges nor materials lent from the Schools Department or the Educational Film collection. The next two were also Detroit forms which required only minor adaptation, adding a line for library user's borrower or identification number. "Call slips" are those presented at departmental desks, requesting material housed in the department in either closed or open stacks. The resulting data are for books requested via call slips, whether delivered or not and whether used within the building or withdrawn from the building. The last two forms were developed especially for the project.

Whereas registration data were collected and coded on a continuous basis from February 1, 1967, through March 3, 1967, use data were based on two sample periods only, October 23-29, 1967,and February 26 - March 3, 1968.

Every person who registered for a borrower's card at the Main Library during the collection period received a numbered borrower's card. Registration data were coded, key punched, and stored on magnetic tape. The registration number provided access to the facts about the user for each incidence of use during the two weeks of intensive study. In order to provide as large a data bank as possible, borrowers who had registered prior to February, 1967, at the Main Library were encouraged to re-register during this period. Each borrower who used the library during the two weeks of intensive study could then use his borrower's number on the use forms and a correlation of use to personal data was possible.

With the realization that many people use the library without borrowing material, or without even qualifying for a borrower's card, a non-borrower was supplied with an identification number via the survey card during the survey weeks. This could be used in a manner similar to the borrower's number when requesting service. The identification number was keyed to the same information as that in the borrowers' file. This, along with all information on the six "use" forms, was also coded, key punched, and stored. Thus a data bank was created which could be used for analyzing both borrower and non-borrower.

During the two survey weeks in October and February, each person, except children not yet in school, entering the library was handed a survey card. Instructions on the card as well as signs throughout the library urged completion of the form, which was collected at the exits. The user was also asked to (1) write his number (borrower's or identification) on any call slips he used, (2) write his number on periodical request slips, and (3) give his number at reference desks when asking a reference question.

At reference desks, the user's number was entered on the "record of service" form along with the amount of time spent on the questions, the source of answer and the general subject of the question. For telephone reference, the staff also recorded the location of the source of the call and whether it was from a home or a business or institution. On all loan charges and reference charges, the borrower's number was recorded by the staff.

Responses received during the survey weeks are summarized in the following table:

Table 1.--Summary of Responses. Survey Weeks

	10/23-29 1967	2/26-3/3 1968
People entering Main Library	34,119	34,613
Survey cards distributed	23,609	22,664
Survey cards completed with codable information	14,813	11,838
With borrower's number	8,029	6,426
With identification number detached	4,795	3,772
With identification number undetached[1]	1,989	1,640
Survey cards not complete (and not coded)	2,392	1,657
Circulation charges	15,488	20,246
Loan charges	12,047	15,232
Schools Department	2,679	3,304
Educational Film Department	400	525
All other charges[2]	362	1,185
Record of service (codable)	4,004	4,181
With borrower's number	548	603
With identification number	955	828
Telephone	2,501	2,750
Call slips	3,649	4,560
With borrower's number	2,044	2,906
With identification number	1,605	1,654
Periodical request slips	2,139	3,335
With borrower's number	1,137	2,075
With identification number	1,002	1,260

[1] Identification number not retained for use at another time.

[2] Reference and company charges not made at the loan desks.

Observations from Table 1:

1. Although each person entering the library was handed a card, not every one accepted it -- 69 percent did so in October and 65 percent in February.

2. The return of completed survey cards was also lower in February than in October -- 62 percent of those distributed in October and 52 percent in February. The fact that fewer cards were distributed and completed in February is not unexpected inasmuch as users were requested to fill out a card only once in February, whereas in October they were requested to fill one out each time they entered the library. Many college students were repeaters and many of them refused to fill out more than one card during the October survey week.

3. Of the survey cards returned and coded, both weeks showed a return of 54 percent with borrowers' numbers. Of the 46 percent without borrowers' numbers, most probably did not have borrowers' cards. Also included in this group would be a small number who did not record a borrower's number because (a) they had a branch library card without a number, or (b) they had an unnumbered Main Library card issued prior to February 1, 1967, or (c) they were not carrying their borrower's card.

4. Many more questions were tallied at the reference desks than shown in the number of "Record of Service" forms returned by the staff. An attempt was made to limit the reported questions to those requiring professional knowledge. (See appendix A, page 80 "Guidelines for using 'Record of Service' forms.") This included "guidance and selection" questions and "reference" questions, both in person and by telephone, but not "other requests." Other requests covered title requests which did not involve bibliographies, also directional questions, and instructions or assistance with equipment. Of the people who asked in-person reference questions, 63.5 percent in October and 57.8 percent in February did not have borrowers' cards.

To overcome user resistance during the survey weeks, an attempt was made to make the process of reporting as simple and as painless as possible. To some degree, this attempt worked to the detriment of the sample returned. It should be acknowledged that the survey weeks were difficult for all concerned; they required a great deal of extra effort, understanding and co-operation, and unfortunately resulted in some misunderstanding and irritation from the user who didn't have "the time to be bothered by such nonsense." Insistence upon more complete co-operation from the user would have been desirable in the interest of larger and more representative samples. Libraries undertaking to conduct such intense survey weeks should prepare the public by wide public information programs.

It is recognized that the significance of some of the data is, at best, highly questionable because of the small number of cases. Despite this fact, some data have been included for their methodological implication.

Two important factors worked against the collection of a larger sample. One resulted from the time -- the timing in history -- and the other from the physical location of the building.

The survey was conducted during the fall of 1967 and the spring of 1968. Both periods were many weeks after the July, 1967, civil disturbance in Detroit. During the intervening time, many people had been asked to complete an unusual number of questionnaires for the many surveys which flooded the city. To some people, if we could interpret their comments correctly, the project questionnaire was one too many.

College students, as predicted, did not co-operate as fully as could have been desired. With the main campus of Wayne State University adjoining the Main Library, a large number of college students flowed through the doors of the library. Many visited the library several times during one week, and in some cases even during a single day. Although the majority of college students were interested in participating in the study, others were un-co-operative.

The continuous collecting of registration data for the 13 months was probably unnecessary. If all users could have been required to complete the survey cards and use their survey card identification numbers, the process of analysis would have been simplified and the resulting data would have been more reliable.

Certain items on the "Record of Service" form could have been omitted without loss of useful information. Information tallied as "Other Service" was not carefully enough defined to be useful. "Source of Answer" had some internal significance but little relevance to the project proper. Reference charges were not used because of the large number of pictures, book jackets, and other similar charges which tended to inflate the total charge picture.

CHAPTER 4. FINDINGS AND ANALYSIS

Geographic Distribution and Categories of Use

The six-county area defined as Metropolitan Detroit for purposes of this study has 3,977 square miles and an estimated 1967 population of 4,676,000. Its 1960 population was 4,143,121, slightly less than 53 percent of the total population of the state. The percentage now exceeds 53 percent.

Figure 1 is a map of the six-county area showing the geographic relationship to Detroit of the counties involved in the study.

Figure 1 Map of Six-County Area

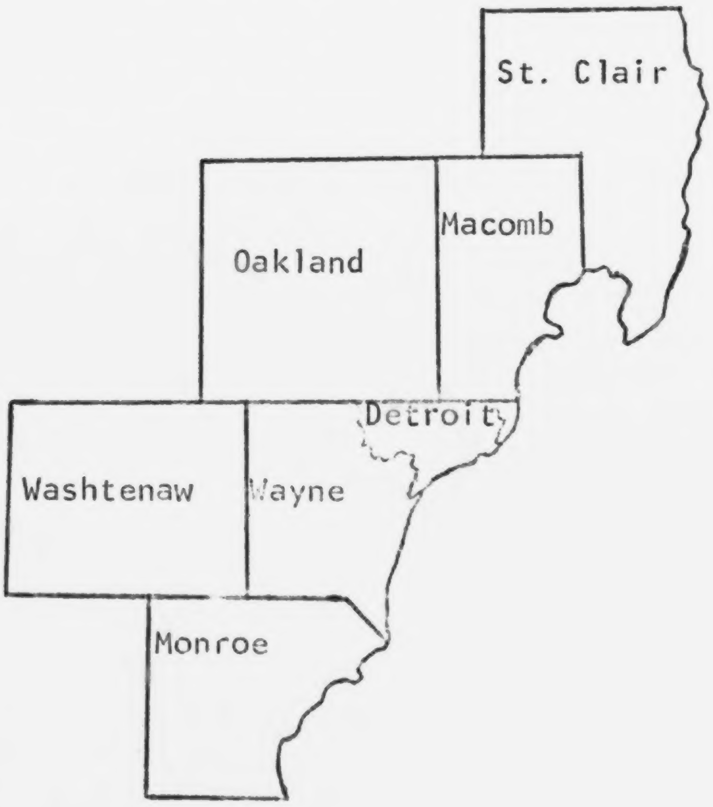

Table 2 shows the areas of the major geographical units included in the project, the population of each in 1950 and in 1960, and the estimated population as of July, 1967.

Table 2.--Area and Population of Detroit and Suburban Counties

	Area	Population		Est population
County	(sq miles)	1950	1960	1967
Detroit	139.61	1,849,568	1,670,144	1,620,000
Macomb	481.00	184,961	405,804	577,000
Oakland	897.64	396,001	690,259	865,000
Wayne (excldg Detroit)	483.39	585,667	996,153	1,152,000
Three-county total	2,001.64	3,016,197	3,762,360	4,214,000
Monroe	561.90	75,666	101,120	121,000
St. Clair	696.82	91,599	107,201	116,000
Washtenaw	716.48	134,606	172,440	225,000
Six-county total	3,976.84	3,318,068	4,143,121	4,676,000

Source: "Population and Occupied Dwelling Units in the Detroit Region," Southeast Michigan Council of Governments.

Table 3 shows the geographic distribution, by residence of user, of the several categories of use of the Main Library during the two sample weeks -- also the place of residence of registrants. Of 25,700 survey cards tabulated, each representing a visit to the Main Library during the two sample weeks, 61.9 percent were filled out by residents of Detroit, 14.6 percent by residents of Wayne County outside Detroit, 14.3 percent by Oakland County residents, 6.9 percent by residents of Macomb County, and the remaining 2.3 percent by residents outside this three-county area. Of all visits reported by survey card, 38.1 percent were by non-residents of Detroit.

It is apparent that relatively little use of the Main Library during the two sample weeks was by residents of Monroe, St. Clair, and Washtenaw counties. Residents of Macomb, Oakland, and Wayne counties (including Detroit) accounted for 97.7 percent of the usable survey cards and 99 percent of the registrants. Incidentally, these latter three counties constitute the Standard Metropolitan Statistical Area of Detroit. Their combined area is 2,001 square miles and their 1967 population is approximately one-half the total population of Michigan.

Table 3.--Use and Registration by County[1]

Kind of use	Number	Non-resident								Detroit	Total
		Wayne	Oakland	Macomb	Washtenaw	St.Clair	Monroe	Outside	Total		
Visits to library (survey cards)	25,700	14.6	14.3	6.9	0.4	0.2	0.1	1.6	38.1	61.9	100.0
Call slips recd	5,450	14.5	15.0	6.1	1.1	0.1		2.7	39.5	60.5	100.0
Loan charges	25,219	9.1	10.1	4.5	0.2	0.2		0.5	24.6	75.3	99.9
Company charges	412	6.8	11.9	18.4	0.2				37.3	62.6	99.9
School charges	2,304	5.6	8.5	5.8					19.9	80.1	100.0
Film charges	523	10.7	12.0	7.8	0.2			0.4	31.1	68.8	99.9
In-person ref ques	1,479	13.5	15.8	5.2	0.4	0.2		2.6	37.7	62.2	99.9
Telephone ref ques	5,154	10.7	11.3	4.5	0.2	0.1	0.1	0.9	27.8	72.3	100.1
Periodical requests	3,836	14.7	15.1	6.1	0.8	0.5		1.9	39.1	60.9	100.0
Registration	66,372	15.3	17.3	7.7	0.3	0.2	0.1	0.3	41.2	58.8	100.0

[1] Registration data are for people who registered between February 1, 1967, and March 3, 1968. School charges were for only the first week of the survey, October 23-29, 1967. Film charges were for only the second week of the survey, February 26 - March 3, 1968. All other categories are for both survey weeks.

Details of the county comparisons for the major categories included in the above table appear in appendix B, tables 1-11.

Since registration signifies only eligibility to borrow, it would appear that the registration data are less significant than the data describing actual use of the Main Library during the two sample weeks. Tables 10 and 11 of appendix B analyze registration by type of borrower's card issued and by area of residence of registration.

The "survey card" tabulations represent visits to the Main Library. It should be remembered that door counts revealed 68,732 people entering the library during the two sample weeks, while only 25,700 of those visits resulted in usable survey cards (see appendix A, page 79 for reproduction of survey card). The assumption that the 25,700 (37.5 percent) constitute a reliable sample may be debatable but, for purposes of this study, other data in table 3 would appear to provide some measure of confirmation. The survey card was an attempt to determine reason for visit, time spent in the library, what department or departments the visitor used, type of use, whether assistance was required, and the degree of satisfaction which resulted from the visit.

A third category of record of use consisted of records kept at the several service points during the two sample weeks (see appendix A, pages 75-77 The resulting distributions appear in table 3 as call slips received, loan charges, etc. It is noteworthy that three major specific categories of use indicate non-resident use of 37 to 39 percent (periodical requests, call slips received, and in-person reference questions).

Loans to companies outside Detroit were also in this range (37.3 percent), and although the total number of such loans during the sample period was relatively small, the significance of the factor of availability of the Detroit Public Library's research resources to suburban industry may greatly transcend quantitative measures of use. The Main Library collection unquestionably plays a vital role in service to metropolitan business and industry. Forty-nine companies borrowed 412 items on company cards from the library during the sample weeks. Subsequently reported data reveal also substantial use of the Main Library by non-resident engineers, etc.

The smaller percentage of loans to non-residents tends to support the hypothesis that the regional role of the Main Library is predominately research-reference oriented. A second factor relating to circulation may be summarized by pointing out the very common comment on survey cards: "The book I want is always out." suggesting a need for increased duplication -- particularly in the context of service to the total regional population.

School charges, i.e. charges to classrooms, were 19.9 percent non-resident and film charges, films and filmstrips to be used primarily by institutions or organizations, were 31.1 percent. The major use of films was by schools even though the collection is selected with the adult viewer in mind.

1. Oakland County residents with 18.0 percent of the population of the three-county area accounted for use ranging from 11.3 percent to 15.8 percent, circulation excluded.

2. Wayne County residents with 24.5 percent of the population accounted for use ranging from 10.7 percent to 14.7 percent, circulation excluded.

3. Macomb County residents with 11.9 percent of the population accounted for use ranging from 4.5 percent to 6.1 percent, circulation excluded.

Oakland County ranked highest in all non-resident use categories except Main Library visits (survey cards) and company card use. In survey card data, Oakland was only slightly below Wayne County. In company card use, in ranked below Macomb County. This latter was to be anticipated because of the concentration of industry in Macomb County.

Oakland County, high in non-resident use, also has a greater percent of white collar workers, college graduates and the highest median income.

Table 4.--County Characteristics

	Non-resident			
	Macomb	Oakland	Wayne	Detroit
White collar workers - heads of households	39.5	53.6	43.2	34.8
College graduates - heads of households	9.2	19.5	12.4	7.6
Median income	$8,540	$9,020	$8,590	$6,350

Source: "A Profile of Southeastern Michigan. TALUS Data," Detroit Regional Transportation and Land Use Study, 1968.

The TALUS report comments on the marked relationship between the educational attainment of the heads of household and income. It further states: "By correlating educational attainment to other factors and by projecting future employment growth by general categories, TALUS can foresee an ever-increasing demand for more and more educational facilities. TALUS projections show 'white collar' employment, requiring higher education, will nearly treble (from 770,000 in 1965 to 2.1 million in 2000 in seven metropolitan counties) while 'blue collar' employment during the same period will increase by less than 50 percent (from 830,000 to 1.1 million). And as our society produces an increasing number of better-educated adults for the types of jobs requiring 'white collar' skills, it simultaneously will increase demand for all services, facilities and goods provided by government and private industry."

The geographical distribution of non-resident use of the Main Library suggests a marked relationship to educational attainment income characteristics as evidence the Oakland County data. One of the facilities which will be affected by increased demand rates will almost certainly be the Detroit Main Library.

During the sample weeks, data were also gathered by more specific place of residence within the six county area. These covered the major categories of use listed in table 3. Use by community is included below to indicate the scope of these data. Table 5 shows the specific place of residence of some of the Main Library users who returned usable survey cards.

Table 5.--Library Use by City, Village or Township[1]

Macomb County		Oakland County		Wayne County	
Community	Number	Community	Number	Community	Number
East Detroit	234	Berkley	153	Allen Park	187
Roseville	183	Birmingham	348	Dearborn	515
St. Clair Shores	387	Farmington and Farm. Twp.	229	Dearborn Heights	295
Warren	607	Ferndale	180	Grosse Pointe[2]	612
Other 23 communities	377	Huntington Woods	175	Hamtramck	170
	1,783	Oak Park	520	Harper Woods	122
		Royal Oak	568	Highland Park	284
		Southfield	571	Lincoln Park	209
		Troy	110	Livonia	234
		Other 51 communities	815	Redford Twp.	285
			3,669	Westland	104
				Other 27 communities	743
					3,760

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[1] Based on replies to query concerning place of residence, city, village, or township, on survey cards. Use means those people who visited the building during the two sample weeks.

[2] Includes all five Grosse Pointe communities.

Impact of Project on Staff Load

The effect that the expanded access had upon the work load of the Detroit Public Library staff is suggested in figure 2. The two 12-month periods, February, 1966, through January, 1967, and February, 1967, through January, 1968, are compared.

Figure 2.--Impact of Project as Indicated by Monthly Statistics

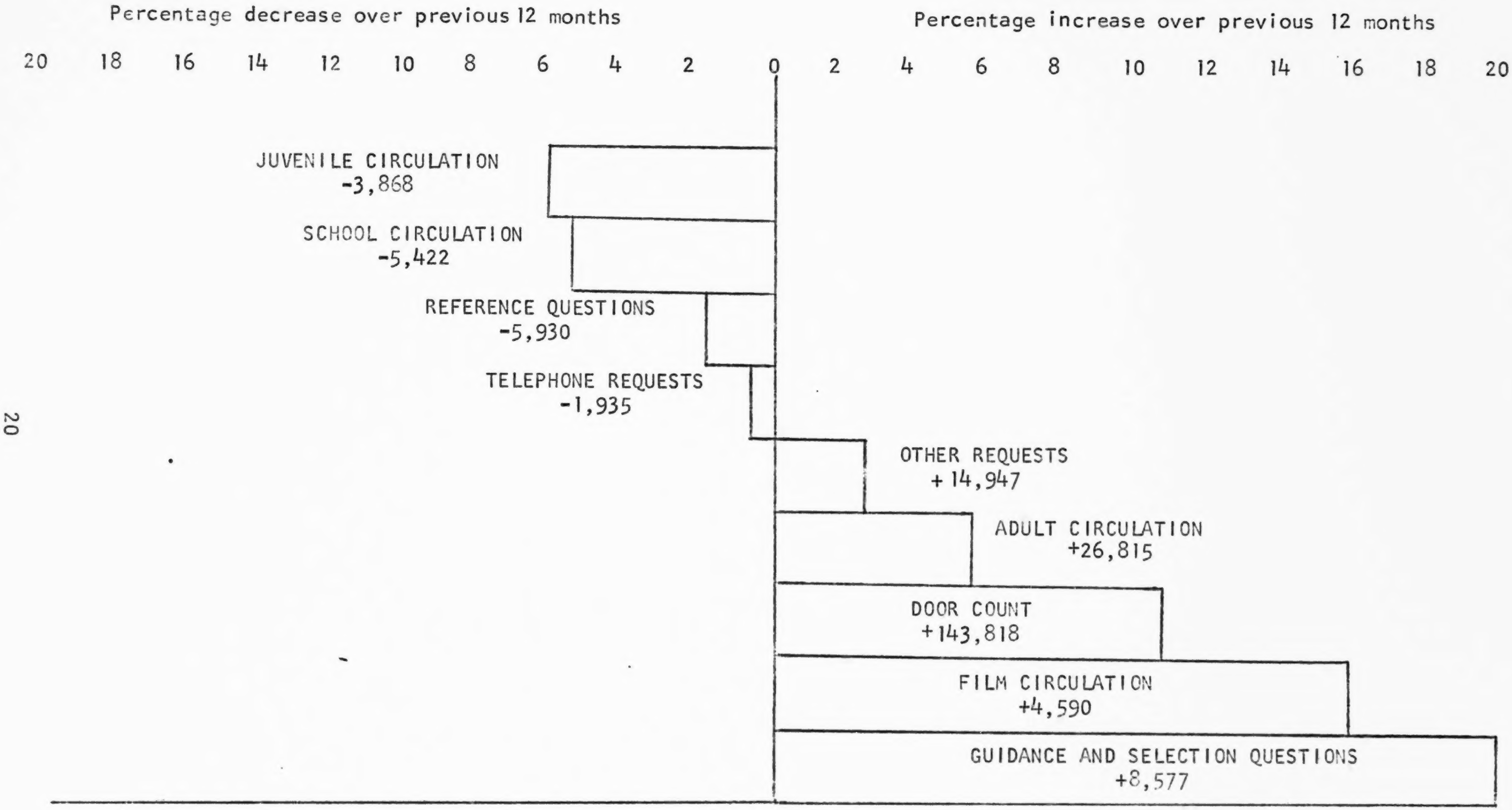
Several types of statistics kept by the Detroit Public Library are reflected in the chart.

1. Adult circulation showed an increase of 26,815 or 5.4 percent.
2. Film circulation increased by 4,590 or 15.9 percent.
3. Juvenile circulation decreased by 3,868 or -6.4 percent. (The primary use of the Main Library Children's Department is by the resident population and the enlarged access produced little use by the suburbanite.)
4. Schools Department circulation (classroom collections) decreased by 5,422 or -5.5 percent. Use of the Schools Department by non-residents was not promoted. The decrease may reflect the growing strength and adequacy of public and parochial school libraries.
5. Reference questions decreased by 5,930 or -1.9 percent.
6. Guidance and selection questions increased by 8,577 or 19.7 percent. (These were readers advisory-type questions.)
7. Telephone questions decreased by 1,935 or 6.8 percent.
8. Other requests increased by 14,947 or 2.2 percent. (These were questions answered at the reference and information public service desks and not included in the reference category or the guidance and selection category.)
9. Door count increased by 143,818 or 10.6 percent.

Not shown on the chart is registration. During the 12-month period, there was an increase of 22,199 in people who registered for borrowers' cards in the Main Library. Metropolitan cards issued from February 1, 1967, through March 3, 1968, accounted for 11,526 which reflects more accurately the actual increase resulting from expanded access. Re-registration, which was undertaken to obtain additional data for the study, is responsible for most of the remainder.

There was also an increase in interlibrary loans of 862 or 86 percent. This is not indicated on the chart.

Figure 2.--Impact of Project as Indicated by Monthly Statistics
February 1967 - January 1968



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[1] Based on data in table 6.

Table 6.--Comparison of Main Library Statistics

Category	Feb 1966 - Jan 1967	Feb 1967 - Jan 1968	Gain or Loss Number	Gain or Loss Percent
Adult circulation	493,845	520,660	26,815	5.4
Film and filmstrip circulation	28,942	33,532	4,590	15.9
Juvenile circulation	60,070	56,202	-3,868	-6.4
School circulation	97,914	92,492	-5,422	-5.5
Reference questions	313,001	307,071	-5,930	-1.9
Guidance and selection requests	43,524	52,101	8,577	19.7
Telephone questions	283,886	281,951	-1,935	-0.7
Other requests	672,379	687,326	14,947	2.2
Door count	1,356,775	1,500,593	143,818	10.6
Registration	39,016	61,513	22,497[1]	29.5[2]
Interlibrary loan requests	1,002	1,864	862	86.0

[1] Gain also included re-registration. Metropolitan cards, alone, accounted for 11,526 of the gain.

[2] Percentage figured only on metro cards gain of 11,526.

An examination of the table and the chart shows that increases in circulation and in questions (except guidance and selection questions) were insignificant in relation to the size of the operation. Only 35 to 45 more questions per day were involved in all departments combined, and about 85 more books per day were circulated.

In examining these data, the continued decline in the population of the city with a corresponding move to the suburbs must be remembered. The increases, however slight, might have been even greater.

During the last week in July, 1967, a disatrous civil disturbance occurred in the city. The question immediately arises, did the tensions leading to it and its aftermath deter the normal flow of people to the Main Library?

In any event, it appears that the enlarged service area did not, of itself, greatly increase Main Library personnel requirements or personnel costs. This fact, however, does not justify area-wide access without area-wide support. The significant facts are that (a) 38 percent of the users of the Main Library live outside the city and contribute virtually nothing to the libary's support, and (b) the city proper, which is the present support base, is not supporting the Main Library at a level consistent with its area-wide mission, or even with its strictly local function. It does indicate that the costs to be spread are based on a volume of use which is not significantly increased by opening the doors to the entire metropolitan region.

Analysis of Patron Use

Loan Charges

Table 7 presents a rough comparison of resident and non-resident occupational borrowing patterns by Dewey class number. (The supporting data appear in appendix B, tables 13 and 14.) The occupational groups are listed under broad class number in order of the number of books which they borrowed in each class. The table includes the five occupational groups accounting for the largest percentage and number of loans in each class. Students borrowed 30.5 percent of the fiction and juvenile books lent to residents, 31.4 percent of the fiction and juvenile books lent to non-residents. Teachers borrowed 7.4 percent of the 300's lent to residents, 8.9 percent of the 300's lent to non-residents, etc.

Table 7.--Loan Charges by Dewey Classes and Selected Occupations
Residents and Non-residents

Residents		Non-residents	
	Fiction and juvenile		
Students	30.5	Students	31.4
Homemakers	5.3	Homemakers	10.8
Teachers	4.7	Teachers	7.6
Retired	4.7	Sales workers	6.3
Clerical workers	4.1	"Other professional"	4.1
	300's		
Students	41.2	Students	50.2
Teachers	7.4	Teachers	8.9
Clerical workers	3.4	Homemakers	4.4
"Other professional"	1.9	"Other professional"	2.7
Homemakers	1.7	Sales workers	2.1
	900's		
Students	34.2	Students	48.3
Teachers	4.4	Homemakers	5.4
Clerical workers	4.0	Teachers	5.2
Homemakers	3.4	Engineers	2.8
Operatives/Retired/ Service workers	1.8	Clerical workers/ "Other professional"	2.3
	600's		
Students	31.9	Students	30.1
Engineers	6.1	Engineers	11.4
Clerical workers	3.9	"Other professional"	6.3
Craftsmen	2.9	Teachers	4.9
Teachers	2.6	Sales workers	4.2

(Continued)

Table 7.--Loan Charges by Dewey Classes and Selected Occupations (Continued)

Residents		Non-residents	
	800's		
Students	44.7	Students	48.0
Teachers	5.1	Homemakers	8.4
Clerical workers	2.9	Teachers	7.1
Homemakers	1.9	Clerical workers	4.5
Sales workers	1.3	Sales workers	1.4
	700's		
Students	34.1	Students	39.0
Teachers	6.6	Teachers	13.7
Clerical workers	4.5	Homemakers	7.2
Homemakers	3.9	"Other professional"	4.9
Unemployed	2.1	Craftsmen	3.1
	100's		
Students	32.8	Students	32.5
Teachers	7.1	Homemakers	15.1
Clerical workers	4.1	Teachers	10.5
Homemakers	2.4	Clerical workers	6.2
"Other professional"	1.9	"Other professional"	3.2
	500's		
Students	42.6	Students	59.3
Teachers	6.4	Engineers	5.5
Clerical workers	2.8	Teachers	4.9
Engineers/"Other professional"	2.7	Sales workers	2.7
Craftsmen/Technicians	1.8	Homemakers	2.1
	200's		
Students	43.0	Students	49.1
Teachers	4.3	Clergymen	7.1
Clergymen	2.3	Homemakers	5.3
Clerical workers	2.0	Teachers	3.6
Engineers/Operatives	1.8	"Other professional"	3.0
	400's		
Students	46.9	Students	57.4
Teachers	8.0	Teachers	10.6
Clerical workers	5.3	Engineers	8.5
Engineers/Homemakers	3.5	Sales workers	2.1
Sales workers	2.7		
	000's		
Students	46.5	(Sample not meaningful)	
Teachers	9.3		
Clerical workers	4.7		
Engineers/Homemakers/Social workers	2.3		

See appendix B, tables 13 and 14 for all occupations.

Observations on Table 7

1. In all Dewey classes, students were the heaviest users; indeed for non-residents, their percentages range from 30.1 percent of the 600's to 59.3 percent of the 500's.

2. Teachers were in the top five occupations for all classes.

3. Homemakers were one of the five relatively heavy-user groups except in the 200's, 500's, or 600's for the residents' charges, and in the 400's and 600's for the non-residents' charges.

4. Clerical workers appeared in all classes for residents' charges but in only three classes for non-residents.

5. Sales workers appeared in only two classes for residents but in six classes for non-residents.

6. Engineers appeared in five classes for residents and four for non-residents.

7. "Other professional" appeared in only three classes for residents but in seven for non-residents.

8. Representatives of only nine other occupations were significant borrowers and none of them borrowed heavily within any given Dewey class.

9. Proportionately, a few more non-resident professionals borrowed books than did resident professionals.

Within the non-resident occupations which charged out the most materials, the rank in use of loan charges by Dewey classes is shown in Table 8.

Table 8.--Non-Residents Loan Charges by Selected Occupations and Dewey by Rank in Use

Students	Teachers	Engineers	"Other Professional"[1]	Homemakers	Clerical workers
300's	700's	600's	600's	fiction/ juvenile	fiction/ juvenile
900's	300's	fiction/ juvenile	fiction/ juvenile	100's	800's
800's	fiction/ juvenile	900's	700's	800's	100's
fiction/ juvenile	800's	500's/ 300's	300's	700's	600's
700's	900's/ 100's	800's	900's	300's	900's
600's/ 500's	600's	700's/ 400's	100's	900's	300's
100's	500's	100's/ 200's	200's	600's	200's
200's	200's		800's	200's	700's
400's	400's			500's	500's
000's					000's

(See appendix B, table 18 and 19 for analysis of loan charges within Dewey classes by occupations, residents and non-residents.)

[1] "Other professional" is defined on page

Call Slips

Call slips presented at departmental desks show a slightly different pattern, suggesting that subject patterns of use within the library differ from those of home-loan charges.

Table 9.--Call Slips by Major Dewey Classes
Residents and Non-residents

Dewey	Residents (N=3,178) Percent	Non-residents (N=2,351) Percent
300's	26.7	30.7
800's	18.8	18.8
900's	15.2	17.7
700's	11.1	11.4
100's	10.4	6.1
600's	7.0	6.3
Others less than 5 percent	10.9	9.1
TOTAL	100.1	100.1

The resident-non-resident patterns are very similar. The primary difference between the pattern for call slips and that for loan charges was the greater demand for 800's in case of the former and a lesser demand for 600's. (See appendix B, table 28 for all Dewey classes.)

In the occupations listed below, there was greater call-slip demand by non-residents than by residents:

Engineers - 79.6 percent of the requests were from non-residents.
Homemakers - 69.7 percent of the requests were from non-residents.
Personnel - 76.0 percent of the requests were from non-residents.
Craftsmen - 60.4 percent of the requests were from non-residents.
Sales - 57.4 percent of the requests were from non-residents.
Managers - 53.8 percent of the requests were from non-residents.

Accountants, clergymen, laborers, lawyers, physicians and public relations (samples were less than 20).

(See appendix B, table 34 for call slip requests by occupation.)

Periodical Requests

The pattern of periodical requests by department was similar for residents and non-residents. One significant difference was that non-residents asked for a smaller percentage of general periodicals and a larger percentage of subject periodicals.

Table 10.--Periodical Requests by Selected Departments. Residents and Non-residents

Department	Residents (N=2,326) Percent	Non-residents (N=1,494) Percent
General Information	51.6	40.8
Technology & Science	11.8	13.2
Business & Finance	9.0	11.3
Sociology & Economics	8.2	9.1
Philosophy, Religion & Education	7.7	8.8
All others less than 5%	11.6	16.8
TOTAL	100.0	100.0

(See appendix B, table 23 for all departments.)

In-Person Reference Questions

The Dewey class distribution of in-person reference questions is shown in Table 11. The pattern of non-resident questions is seen to differ somewhat from those which characterized home loans and call slips submitted.

Table 11.--In-person Reference Questions by Selected Dewey Classes Residents and Non-residents

Dewey	Residents (N=877) Percent	Non-residents (N=535) Percent
000's	10.0[1]	7.5[1]
300's	21.0	17.9
500's	5.4	4.9
600's	13.0	21.3
700's	15.7	14.2
800's	7.8	4.9
900's	17.6	21.9
All others less than 5 %	9.4	7.4
TOTAL	99.9	100.0

(See appendix B, table 39 for complete Dewey classes by area.)

Table 12 shows the distribution of in-person reference questions among the principal library departments during the two sample weeks. The data show what appears to be a significant difference between the distributions of resident and non-resident reference use of the service units indicated.

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[1] Primarily bibliographical unrelated to subject.

Table 12.--In-person Reference Questions by Selected Departments
Residents and Non-residents

Department	Residents (N=909) Percent	Non=residents (N-583) Percent
Browsing	5.1	2.2
Burton Historical	1.9	6.3
Children's	11.2	8.1
Educational Film	5.7	7.7
Fine Arts	6.3	10.3
General Information	7.9	6.2
History & Travel	6.7	9.9
Language & Literature	5.4	4.8
Music & Performing Arts	11.8	7.4
Philosophy, Religion & Education	7.7	5.3
Sociology & Economics	12.0	8.9
Technology & Science	10.7	14.8
All others less than 5%	7.8	8.0
TOTAL	100.2	99.9

(See appendix B, table 40 for complete departmental listing.)

Telephone Reference Questions

Telephone reference questions by department show another pattern, not unpredictable since Business & Finance Department ranked highest in both the resident and non-resident categories. As with in-person reference questions, the Educational Film Department received greater emphasis than in other categories of use.

Table 13.--Telephone Reference Questions by Selected Departments Residents and Non-residents

Department	Residents (N=3,726) Percent	Non-residents (N=1,429) Percent
Business & Finance	24.2	18.5
Educational Film	10.1	14.5
General Information	14.4	13.6
Language & Literature	10.6	9.0
Music & Performing Arts	4.3	5.6
Philosophy, Religion & Education	5.2	5.8
Sociology & Economics	10.1	9.2
Technology & Science	9.6	11.9
All others less than 5%	11.8	11.8
TOTAL	100.0	99.9

(See appendix B, table 45 for complete department listing.)

Another item of information secured from the telephone reference questioner was the source of the call.

Table 14.--Source of Telephone Reference Questions

Source	Number	Percent
Firm or institution calls	2,799	54.1
Home calls	2,373	45.9
TOTAL	5,172	100.0

The source (firm vs. home) was not programmed by residents and non-residents. Inspection of the telephone report forms suggests that the distribution of source by residents and non-residents was similar.

In comparing resident and non-resident reference questions, in-person and telephone, a significant difference was apparent.

Table 15.--Comparison of Reference Questions
Residents and Non-residents

Type of question	Number	Resident	Non-resident	Total
In-person reference question	1,492	60.9	39.1	100.0
Telephone reference question	5,155	72.3	27.7	100.0

Because of the travel distance for the non-resident to reach the Main Library, the assumption could have been made that a larger percentage of telephone questions would have been asked by non-residents.

Time to Answer Questions

Time required to answer reference questions was recorded in gathering data for both in-person and telephone reference questions. Tables 16 and 17 show the resulting distribution.

Table 16.--Time Required to Answer In-person Reference Questions
Residents and Non-residents

Time	Residents (N=909)	Non-residents (N=583)
Under 5 minutes	71.6	69.1
5-10 minutes	20.6	24.0
11-15 minutes	5.3	4.6
16-20 minutes	1.9	0.9
21-30 minutes	0.4	1.0
31-60 minutes	0.2	0.2
Over 60 minutes		0.2
TOTAL	100.0	100.0

Table 17.--Time Required to Answer Telephone Reference Questions
Residents and Non-residents

Time	Residents (N=3,726)	Non-residents (N=1,429)
Under 5 minutes	74.0	68.5
5-10 minutes	18.4	22.5
11-15 minutes	4.6	5.0
16-20 minutes	1.5	1.7
21-30 minutes	1.2	0.6
31-60 minutes	0.4	1.0
Over 60 minutes	0.2	0.4
TOTAL	100.3	99.7

For both in-person and telephone reference questions, slightly more time (average) was required to answer non-resident than resident questions, although the significance of the difference is questionable.

Tables 18 and 19 present data which are relevant to subsequent cost analyses.

Table 18.--Time Required to Answer In-person Reference Questions by County

	Time by minutes						
County	Under 5 (N=1,054)	5-10 (N=327)	11-15 (N=75)	16-20 (N=22)	21-30 (N=10)	31-60 (N=3)	Over 60 (N=1)
Detroit	61.8	57.2	64.0	77.3	40.0	66.7	
Oakland	14.6	21.7	14.7	9.1	40.0		
Wayne	15.6	11.9	10.7	4.5	20.0	33.3	
Macomb	5.2	5.2	4.0	9.1			
All other	2.8	4.0	6.6				100.0
TOTAL	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 19.--Time Required to Answer Telephone Reference Questions by County

	Time by minutes						
County	Under 5 (N=3,737)	5-10 (N=996)	11-15 (N=243)	16-20 (N=80)	21-30 (N=56)	31-60 (N=30)	Over 60 (N=13)
Detroit	73.8	67.7	70.4	70.0	78.6	53.3	53.8
Oakland	10.3	13.6	13.2	13.8	7.0	20.0	23.1
Wayne	10.5	12.1	9.5	7.5	8.9	16.7	7.7
Macomb	4.2	5.3	5.3	8.7	1.8	6.7	7.7
All other	1.2	1.4	1.6		3.6	3.3	7.7
TOTAL	100.0	100.1	100.0	100.0	99.9	100.0	100.0

Source of Answer

The listing of "Source of Answer" on the "Record of Service" form was developed by a committee of department heads in the Reference Services Section at the Main Library. The results of this query for both in-person reference questions and telephone reference questions are included in appendix B, tables 73 and 74.

Attitudes and Characteristics of the User

Expressions of degree of satisfaction with service were practically identical for residents and non-residents.

Table 20.--Satisfaction with Service
Residents and Non-residents

	Number	Satisfied Percent	Partially Satisfied Percent	Not Satisfied Percent	Total
Residents	13,830	74.1	9.4	16.5	100.0
Non-residents	8,369	74.7	9.4	15.8	99.9

Proportionately fewer non-residents asked for assistance from the library staff than did residents, although the differences were small. Similarly, although users without borrowers' cards asked for assistance more often than did users with cards, the difference was small.

Table 21.--Asked for Assistance
Residents and Non-residents

	Sample[1]	Number who asked for help	Percent
Total	22,899	9,525	41.6
Residents	14,937	6,295	42.1
Non-residents	7,962	3,230	40.7
With borrowers' cards			
Residents	8,487	3,391	40.0
Non-residents	3,441	1,296	37.7
Without borrowers' cards			
Residents	6,450	2,904	45.0
Non-residents	4,521	1,934	42.8

[1] Number who answered question on survey cards.

Table 22 shows school years completed by Main Library users by area of residence. A striking fact is the relatively large number of Oakland County users who have completed at least 16 years of schooling. This fact is clearly related to the data on county distribution of Main Library use reported in table 3, page 15.

Table 22.--School Years Completed by County

Years Completed	Detroit (N=14,794) Percent	Macomb (N=1,689) Percent	Oakland (N=3,438) Percent	Wayne (N=3,536) Percent
0 - 4	1.1	0.2	0.4	0.5
5 - 7	1.9	1.2	1.8	1.3
8	1.8	1.7	1.4	1.4
9 - 11	15.7	14.1	13.8	15.3
12	22.4	24.0	16.7	21.8
13 - 15	34.7	36.8	35.6	35.8
16 plus	22.3	22.0	30.3	23.8
TOTAL	99.9	100.0	100.0	99.9

Table 23 gives age groups using the library by county of residence. The age bracket providing the largest percentage of users in each county was the 14-19 years-of-age group. In general, rank in use by age group followed the youngest to the oldest (excluding the under 14 group) with minor exceptions. (See appendix B, tables 65 to 72 for relationships of age and school years completed by county.)

Table 23.--Age Groups by County

Age group	Detroit (N=14,794) Percent	Macomb (N=1,689) Percent	Oakland (N=3,438) Percent	Wayne (N=3,536) Percent
Under 14	3.3	1.7	2.3	2.3
14-19	36.7	38.4	33.1	36.7
20-24	29.9	30.7	28.6	29.8
25-29	10.6	12.3	9.6	10.5
30-34	4.5	4.3	4.4	3.9
35-39	3.3	4.3	5.5	4.3
40-44	3.0	3.3	5.2	3.8
45-49	2.7	2.4	4.7	3.1
50-54	2.2	1.4	2.6	2.1
55-59	1.3	0.7	1.8	1.8
60-64	1.0	0.2	1.1	0.9
65-74	1.1	0.2	1.0	0.5
75 plus	0.3		0.2	0.2
TOTAL	99.9	99.9	100.1	99.9

The Student in the Library

Student use of the Detroit Main Library greatly exceeds use by practitioners of other occupations in practically every measure. The earlier analysis of loan charges showed a predominance of loans to students. This was to be expected since it has always been a major role of public libraries to supplement the collections and services of school, college and university libraries. Examination of other use data in this chapter emphasizes even further the extent of student dependence on the resources of the Main Library.

The survey card was the instrument used to count the flow of students into the library as well as to supply reactions and use patterns. Reference questions asked in person, periodical requests, call slips and loan charges were all keyed to the occupational code in which students were one "occupational" category.

Table 24.--Student Use From Each County

County	Total Use	Student Use	Percent of Total Use
Macomb	1,784	1,161	65.1
Oakland	3,669	2,258	61.5
Wayne	3,760	2,429	64.6
Detroit	15,914	10,351	65.0
All other	573	290	50.6
TOTAL	25,700	16,489	64.2

The importance of the library to all students, including adult students, was illustrated in the responses to the query as to purpose of the visit to the library. "School work" was the predominant reason given, even by many not classified as students.

Table 25.--Reason for Visit by Occupation[1]

Occupation	Number	School Work	Job/ Business	Personal Reading	Other	Total
Accountants/aud	199	41.5	23.6	27.2	7.7	100.0
Public relations	27	38.5	34.6	19.2	7.7	100.0
Artists/art tchr	92	25.0	34.1	25.0	15.9	100.0
Authors/editors	94	23.9	35.2	30.7	10.2	100.0
Clergymen	95	18.9	36.8	24.2	20.0	99.9
Clerical workers	1,193	44.4	10.6	30.2	14.9	100.1
Craftsmen/foremen	416	30.0	15.8	38.4	15.8	100.0
Designers/draftsmen	175	36.4	23.6	21.8	18.2	100.0
Engineers/scientist	784	34.0	27.5	29.5	9.0	100.0
Homemakers	903	32.0	6.3	34.3	27.4	100.0
Laborers	98	13.1	11.1	60.6	15.2	100.0
Lawyers/judges	84	21.3	22.5	41.3	15.0	100.1
Managers/officials	372	37.0	23.9	25.8	13.3	100.0
Musicians/mus tchr	58	41.8	16.4	30.9	10.9	99.1
Nurses	127	50.8	5.0	31.7	12.5	100.0
Operatives	295	33.3	17.0	39.0	10.6	99.9
Other professional	715	35.1	24.0	28.9	12.1	100.1
Personnel/labor rel	68	45.6	19.1	23.5	11.8	100.1
Physicians/dentists	66	10.8	10.8	60.0	18.5	100.1
Teachers	1,913	47.4	21.1	19.1	12.4	100.0
Retired	326	5.0	5.0	60.9	29.0	99.9
Sales workers	477	26.3	33.1	29.3	11.4	100.1
Service workers	223	12.7	7.7	73.3	6.3	100.0
Social workers	258	36.1	23.9	27.8	12.2	100.0
Students	17,826	73.8	2.2	15.7	8.3	100.0
Technicians	172	39.4	15.9	32.9	11.8	100.0
Unemployed	113	24.8	9.2	47.7	18.3	100.0
Not reported	764	39.4	16.0	28.9	15.6	99.9
All Occupations	27,950	60.1	8.2	20.8	11.0	100.1

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[1] Many visitors to the Main Library cited more than one reason for the visit. This is a tabulation of reasons, not of visits or visitors.

The formal educational role which the library played for "adult students" was clearly indicated by the above answers. Nurses gave school work as their reason in 50 percent of their returns. Between 40 percent and 50 percent of the accountants/auditors, clerical workers, musicians/music teachers, personnel/labor relations, and teachers gave school work as the reason for their visits. Of all the 27 occupational groupings coded, only eight groupings fell below 25 percent in giving school work as the reason for their visits. Those eight were authors/editors, clergymen, laborers, lawyers/judges, physicians/dentists, retired, service workers, and unemployed. It should be pointed out that the predominance of "school work" as a reason for library use actually understates the educational.

role of the library because it is limited to the library's formal educational function. Opportunity to learn is the overwhelming justification for society's support of libraries and library service.

The school work pattern was further analyzed on a resident and non-resident basis. The table below shows the distribution of reasons given by non-residents and residents, further broken down by holders and non-holders of Library borrowers' cards.

Table 26.--Reason for Visit by Residents and Non-residents, Borrowers[1] and Non-borrowers

Reason	Residents Borrowers[1] (N=9,893)	Residents Non-borrowers (N=7,545)	Non-residents Borrowers[1] (N=3,943)	Non-residents Non-borrowers (N=6,188)
School work	60.1	59.6	65.0	58.3
Job/business	7.6	8.5	7.0	9.0
Personal reading	24.0	19.8	19.1	17.8
Other	8.4	12.0	9.0	15.0
TOTAL	100.0	100.0	100.0	100.0

[1] Holders of a Detroit Public Library borrower's card

(See appendix B, tables 53 and 54 for complete tables by occupations for residents and non-residents.)

Distribution of Student use

From the survey card, 64.2 percent of the use of (i.e., visits to) the Detroit Main Library was identified as student use. College and university students constituted 42.8 percent of the total and all other students were 21.3 percent. Wayne State University students accounted for 36.0 percent of the usable survey cards returned.

Table 27.--Occupations of Users by General Classification (from Survey Cards)

Occupation	Number	Percent	Number	Percent
Students			16,489	64.2
College students[1]	11,001	42.8		
High sch stud.[2]	3,732	14.5		
All other stud.	1,756	6.8		
Wayne St stud.only	9,259	36.0		
Professionals			4,386	17.1
Other employed			2,843	11.1
All others[3]			1,982	7.7
TOTAL			25,700	100.1

[1] See table 34, p for source of this figure.
[2] See table 31, p for source of this figure.
[3] Homemakers, retired, unemployed and not reported.

Of the students alone, 66.7 percent were college and university students and 33.3 percent were students from all other schools, with Wayne State University 56.5 percent of the total. A slightly higher percentage of resident users were students, 65.0 percent, compared to non-resident users, 62.7 percent. (See appendix B, tables 46 and 47 for occupation totals, resident and non-resident.)

Table 28.--Distribution of Student Use by County of Residence

County	Number	Percent
Detroit	10,351	62.8
Wayne	2,429	14.7
Oakland	2,258	13.7
Macomb	1,161	7.0
Other	290	1.7
TOTAL	16,489	100.0

Two additional blocks of data were available for residents only.[1] The first was a count of students by age group from age 5 through age 34. This points up again the greater use of the library by the older student, a factor which will be confirmed in other data. It was the college student who provided the bulk of the use.

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[1] Corresponding tabulations for non-resident students were received from the computer too late for inclusion.

Table 29.--Age Distribution of Resident Students Between 5 and 34 Years of Age (N=9,853)

5-6 years	7-13 years	14-15 years	16-17 years	18-34 years	Total
0.1	5.3	5.8	17.3	71.5	100.0

Other information available from the resident block of data related to school enrollment by grade. The largest percentage of student users were those who had completed 12 years of schooling -- the college freshmen. Use ranked as follows:

Completed 12 years of school	21.0 percent of student use
Completed 14 years of school	15.5 percent of student use
Completed 11 years of school	13.0 percent of student use
Completed 13 years of school	12.8 percent of student use
Completed 15 years of school	12.2 percent of student use
Completed 16 years of school	10.1 percent of student use

Table 30.--Resident School Enrollment by Grade

Grade[1]	Number	Percent
1	2	0.0
2	25	0.3
3	24	0.2
4	44	0.4
5	57	0.6
6	83	0.8
7	86	0.9
8	96	1.0
9	240	2.4
10	289	2.9
11	571	5.8
12	1,276	13.0
13	2,063	21.0
14	1,262	12.8
15	1,528	15.5
16	1,196	12.2
Over 16	992	10.1
TOTAL	9,834	100.0

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[1] Based on the reply to the question "years of school completed."

High School Students

For practical purposes, "other" students were high school students. Ninth grade students were counted as high school students. The remaining students in this category (other than college students) included a few below the ninth grade and a few in trade schools.

The percentages of the table below relate to high school students only, indicating their distribution by county.

Table 31.--Geographical Distribution of High School Students[1]

County	Number	Percent
Detroit	2,402	64.4
Macomb	251	6.7
Oakland	502	13.5
Wayne	555	14.9
Other	22	0.5
TOTAL	3,732	100.0

[1] Based on replies which indicated grade completed (8-11).

The next table (32) gives the distribution of high school students by grade within each county and table 33 shows the county distribution for each grade. Note that the one-third non-resident to two-thirds resident is roughly consistent for each grade.

Table 32.--Distribution of High School Students by Grade Within Counties[1]
(Survey Cards)

County	Ninth Grade		Tenth Grade		Eleventh Grade		Twelfth Grade		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Detroit	245	10.2	293	12.2	581	24.2	1,283	53.4	2,402	100.0
Macomb	27	10.8	30	12.0	51	20.3	143	57.0	251	100.1
Oakland	46	9.2	56	11.2	127	25.3	273	54.4	502	100.1
Wayne	44	7.9	54	9.7	132	23.8	325	58.6	555	100.0
Other	8	36.3	2	9.1	1	4.5	11	50.0	22	99.9
Non-resident	125	9.4	142	10.7	311	23.4	752	56.5	1,330	100.0

[1] See footnote below

Table 33.--Geographical Distribution of High School Students for Each Grade[1]
(Survey Cards)

County	Ninth Grade		Tenth Grade		Eleventh Grade		Twelfth Grade	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Detroit	245	66.2	293	67.4	581	65.1	1,283	63.0
Macomb	27	7.3	30	6.9	51	5.7	143	7.0
Oakland	46	12.4	56	12.9	127	14.2	273	13.4
Wayne	44	11.9	54	12.4	132	14.8	325	16.0
Other	8	2.2	2	0.5	1	0.1	11	0.4
TOTAL	370	100.0	435	100.1	892	99.9	2,035	99.8
Non-resident	125	33.8	142	32.6	311	34.8	752	36.9

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[1] Based on replies in which grade completed was indicated.

College Students

The institutions listed in table 34 are all institutions of higher education in the six-county area. No provision was made to code college students from institutions not in the project area.

Table 34.--College and University Students by Institution

Institution	Number	Percent
Chrysler Institute	1	0.0
Cleary College	1	0.0
Concordia Lutheran Junior College	6	0.1
Cranbrook	2	0.0
DeLima Junior College		
Detroit Bible College	19	0.2
Detroit College of Business	14	0.1
Detroit College of Law	13	0.1
Detroit Conservatory of Music	1	0.0
Detroit Institute of Music & Art	6	0.1
Detroit Institute of Technology	95	0.9
Duns Scotus College	3	0.0
Eastern Michigan University	65	0.6
Henry Ford Community College	68	0.6
Highland Park College	174	1.6
Lawrence Institute of Technology	92	0.8
Macomb County Community College	132	1.2
Madonna College	18	0.2
Maryglade College		
Marygrove College	60	0.5
Mercy College	45	0.4
Merrill-Palmer Institute	67	0.6
Michigan Christian Junior College	2	0.0
Michigan Lutheran College	31	0.3
Monroe County Community College	5	0.0
Oakland County Community College	33	0.3
Oakland University	106	1.0
Sacred Heart Seminary	40	0.4
St. Clair County Community College	5	0.0
St. Marys College	3	0.0
Schoolcraft College	24	0.2
University of Detroit	279	2.5
University of Michigan	319	2.9
University of Michigan - Dearborn	11	0.1
Walsh Institute of Accounting	1	0.0
Washtenaw Community College	2	0.0
Wayne State University	9,259	84.2
TOTAL	11,001	99.9
Detroit Colleges only	9,929	90.3
Non-resident colleges only	1,072	9.7

Wayne State University students made heavy use of the Main Library both in absolute terms and in relation to use by students of other colleges in the metropolitan area. This is not surprising. The location of the Main Library directly across the street from the University makes heavy use by Wayne State University students almost inevitable. Some of the Detroit Public Library's collections, such as the Burton Historical collection of Michigan and Great Lakes material, also attract students. The Detroit Public Library and Wayne State University have deliberately developed complementary collections at the research level to achieve maximum aggregate coverage and minimum necessary duplication. This is only one element in the picture but it results in heavier-than-otherwise mutual cross-use of the two neighboring libraries.

During the four sample weeks of the academic year 1966-67, 148,885 people entered the General Library of Wayne State University. During the project's two survey weeks, 9,197 Detroit Main Library users indicated that they were Wayne State University students. During the same two weeks, something like 74,000 people entered Wayne's General Library. If 36 percent of the 68,732 people who entered the Detroit Main Library during the two survey weeks were Wayne State University students, something like 24,700 Wayne students entered the Detroit Main Library while approximately 74,000 entered the University's General Library. The 74,000 figure excludes use of the University's Law Library and Medical Library.

During the fall quarter of 1967, 48.8 percent of Wayne State University's 32,370 students were non-residents of the city of Detroit; 15.9 percent were from Wayne County outside Detroit, 15.4 percent from Oakland County, 7.9 percent from Macomb County, and 9.6 percent from elsewhere.

For comparison with the grade level distribution of Wayne State University's student users of the Detroit Main Library shown in table 35, 19.0 percent of Wayne's fall 1967 enrolment were freshmen, 18.8 percent sophomores, 15.3 percent juniors, 11.6 percent seniors, and 35.4 percent graduate and graduate professional.

Table 35.--College Students by Selected Institutions, Grade and Sex[1]
(Survey Cards)

Institution	Percent by Grade	Male Percent in Each Grade	Female Percent in Each Grace	Total College Students
Wayne State University				84.2
Total students - 9,197		60.5	39.5	
Completed 12 years	27.9	54.7	45.3	
" 13 "	17.2	57.2	42.8	
" 14 "	22.0	61.2	38.8	
" 15 "	17.0	63.7	36.3	
" 16 & over	13.5	71.9	28.1	
Not reported	2.4	60.5	39.5	
	100.0			
University of Michigan				2.9
Total students - 317		53.0	47.0	
Completed 12 years	12.3	53.8	46.2	
" 13 "	17.0	37.0	63.0	
" 14 "	24.6	59.0	41.0	
" 15 "	22.1	57.1	42.9	
" 16 & over	21.8	49.3	50.7	
Not reported	2.2	100.0		
	100.0			
University of Detroit				2.5
Total students - 278				
Completed 12 years	21.6	71.7	28.3	
" 13 "	13.3	62.2	37.8	
" 14 "	14.0	76.9	23.1	
" 15 "	25.5	74.6	25.4	
" 16 & over	21.2	79.7	20.3	
Not reported	4.3	83.3	16.7	
	99.9			
Highland Park College				1.6
Total students - 171		59.6	40.4	
Completed 12 years	28.7	61.2	38.8	
" 13 "	36.8	65.1	34.9	
" 14 "	24.6	45.2	54.8	
" 15 "	2.9	60.0	40.0	
" 16 & over	1.2	50.0	50.0	
Not reported	5.8	80.0	20.0	
	100.0			
Macomb County Community College				1.2
Total students - 130		65.4	34.6	
Completed 12 years	38.5	58.0	42.0	
" 13 "	32.3	61.9	38.1	
" 14 "	24.6	78.1	21.9	
" 15 "	0.8	100.0		
" 16 & over	0.8		100.0	
Not reported	3.1	100.0		
	100.1			
All other (836)				7.6
				100.0

[1] Based on the five major-user institutions. Sample, which differs from Table 6-11, includes only replies which indicated sex.

The distribution of college students by county of residence, table 36, is very similar to that for high school students as shown in table 31, page 40 above.

Table 36.--Distribution of Non-high School Students by County of Residence[1]

County	Number	Percent
Detroit	7,949	62.3
Macomb	910	7.1
Oakland	1,756	13.8
Wayne	1,874	14.8
Other	268	2.1
TOTAL	12,757	100.1

[1] All students minus high school students; nearly all college and university students except for those residing in Detroit.

Overall Use

The survey card offered the user the opportunity to indicate the degree of satisfaction resulting from his visit to the library: satisfied, partially satisfied, or not satisfied. The result, for residents and non-residents, is shown in table 37.

Table 37.--Satisfaction - Students

	Number	Satisfied	Partially Satisfied	Not Satisfied	Total
Residents	8,884	71.8	18.1	10.2	100.0
Non-residents	5,133	72.2	10.4	17.3	99.9

(See appendix B, tables 55 and 56 for satisfaction reported by all occupations.)

Most other occupations in both resident and non-resident categories registered a higher degree of satisfaction than did students. Only three occupational groups of residents were less satisfied than students (artists/art teachers, public relations, and personnel/labor relations) and only two of non-residents (authors/editors and unemployed).

Table 38.--Student Satisfaction by Place of Residence (Limited to Students Who Used Library Materials)

Area	Number	Satisfied	Partially Satisfied	Not Satisfied	Total
Detroit	8,884	71.8	18.1	10.2	100.1
Macomb	724	74.7	7.5	17.8	100.0
Oakland	1,368	69.2	20.8	10.1	100.1
Wayne (outside Detroit)	1,462	70.9	20.2	8.9	100.0

(See appendix B, tables 57 to 59 for occupational satisfaction by county.)

Of those who asked for assistance from the library staff, a distinction was made between those with borrowers' cards and those without cards.

The proportion of residents who asked for assistance by occupation varied little according to whether they had a card or not. This was particularly true for students as table 39 below indicates. There was significant variance, however, in the non-residents who asked for assistance and the major difference was in student use. Of 3,388 resident holders of borrowers' cards who asked for assistance, 60.8 percent were students. Of 2,316 non-residents who did not hold Detroit Public Library borrowers' cards and who asked for assistance, 46.5 percent were students.

Table 39.--Asked for Assistance

	Residents		Non-residents	
	Borrowers[1] (N=3,388)	Non-Borrowers (N=3,078)	Borrowers (N=1,304)	Non-Borrowers (N=2,316)
Students	60.8	61.7	63.1	46.5
All other	39.2	38.3	36.9	53.5
TOTAL	100.0	100.0	100.0	100.0

[1] Holders of a Detroit Public Library borrower's card.

(See appendix B, tables 60 and 61 for complete occupational listing.)

Not only do many more students than any other group use the library but with few exceptions, students also spend more time in the building. Students who spent one hour or more amounted to 49.1 percent of all student users. Only two other occupations spent more time per visit -- personnel/labor relations with 50.0 percent staying more than one hour and retired with 60.9 percent. The time factor for the retired cannot be compared with other occupations since a program for retirees happened to be held in the library during one of the survey weeks.

Table 40.--Time in Building for All Students

	Number	Under ½ hour	½ to 1 hours	1 to 3 hours	Over 3 hours	Total
Students	17,240	19.7	30.9	40.4	8.8	99.8

(See appendix B, table 62 for complete occupational listing.)

Out of 1,724 survey cards returned by Detroit residents who reported use of library copying machines, 62.9 percent were student cards. In case of the 990 non-resident uses of the copying machines, students accounted for 58.9 percent. (See appendix B, table 63.)

The percentage of non-resident students who made the trip solely to visit the library was consistent for the three counties -- 37.6 percent for Macomb County, 39.3 percent for Oakland County and 39.1 percent for Wayne County. There are wide differences in some of the occupations as they relate to the individual county.

Table 41.--Made Trip Solely to Visit Library by Occupation

Occupation	Number	Macomb	Number	Oakland	Number	Wayne
Accountants/aud	27	44.4	32	46.9	29	44.8
Public relations	1	100.0	3	66.7	10	30.0
Artists/art tchr	5	40.0	15	53.3	14	50.0
Authors/editors	6	50.0	11	81.8	12	58.3
Clergymen	7	57.1	15	73.3	9	11.1
Clerical workers	66	45.5	93	55.9	127	43.8
Craftsmen/foremen	36	50.0	47	68.1	56	48.2
Designers/draftsmen	24	41.7	36	55.6	19	84.2
Engineers/scientist	56	57.1	140	65.0	126	65.9
Homemakers	44	61.4	204	53.9	134	56.7
Laborers	4	50.0	9	66.7	9	66.7
Lawyers/judges	1	0.0	15	46.7	16	50.0
Managers/officials	29	55.2	66	78.5	56	67.9
Musicians/music tchr	3	33.3	6	100.0	5	20.0
Nurses	2	100.0	10	60.0	15	40.0
Operatives	19	57.9	19	63.2	31	58.1
Other professional	47	53.2	95	62.1	95	45.3
Personnel/labor rel	3	33.3	16	56.3	16	56.3
Physicians/dentists	0	0.0	10	70.0	16	75.0
Teachers	125	50.4	243	47.3	210	51.0
Retired	8	75.0	25	72.0	60	75.0
Sales workers	37	56.8	108	65.7	34	11.8
Service Workers	7	42.9	11	45.5	13	61.5
Social Workers	7	57.1	20	70.0	29	44.8
Students	1,135	37.6	2,208	39.3	2,377	39.1
Technicians	8	50.0	7	28.6	27	51.9
Unemployed	1	0.0	8	62.5	3	100.0
Not reported	43	59.5	102	58.8	141	48.9
TOTAL	1,751	42.8	3,574	46.7	3,689	44.1

Details of Student Use

The preceding section discussed loan charges, periodical requests, reference questions in-person, and call slips, and noted that in most instances, student use was higher than that by practitioners of other occupations. A further analysis of students is presented in tables 42 to 47.

Table 42.--Student Loan Charges by Most Heavily Used Dewey Classes

Dewey	Residents (N=5,024) Percent	Non-residents (N=2,202) Percent
100's	7.8	5.5
300's	17.1	21.0
500's	7.0	8.9
600's	10.0	8.9
700's	9.3	10.8
800's	13.6	12.2
900's	13.2	16.3
Fiction/juvenile	17.2	11.1
Others less than 5%	4.9	5.4
TOTAL	100.1	100.1

(See appendix B, tables 18 and 19 for loan charges by occupation.)

Comparison of the data of table 42 with the Dewey distribution of loans to all users (appendix B, table 12) shows students borrowing relatively less fiction and hence more non-fiction.

Table 43.--Student Loan Charges by Selected Dewey Classes and County

Dewey	Macomb (N=403) Percent	Oakland (N=892) Percent	Wayne (N=855) Percent
100's	4.7	6.1	5.1
300's	22.1	23.6	17.6
500's	6.5	7.8	11.2
600's	6.9	8.8	10.0
700's	14.6	11.4	8.7
800's	13.9	12.6	11.6
900's	15.9	15.1	17.3
Fiction/juvenile	10.7	10.9	11.7
Others less than 5%	4.6	3.6	6.9
TOTAL	99.9	99.9	100.1

(See appendix B, table 20 to 23 for all occupations)

2

The non-resident students presented more periodical requests than did any other non-resident occupation in every department, with one exception - Burton Historical. Resident students submitted more periodical requests than did any other resident occupation. The rank in use for resident students by department was exactly the same as for the non-resident.

Table 44.--Departmental Distribution of Student Periodical Requests Residents and Non-residents

Department	Residents (N=1,735) Percent	Non-residents (N=961) Percent
Business & Finance	8.8	8.8
General Information	54.7	47.8
Philosophy, Religion & Education	7.6	8.1
Sociology & Economics	7.6	8.8
Technology & Science	11.0	10.7
Fine Arts		5.0
Others less than 5%	10.3	10.9
TOTAL	100.0	100.1

(See appendix B, tables 26 and 27 for periodical requests by departments for all occupations.)

Table 45 shows the departmental distribution of student reference questions. Resident and non-resident reference question patterns differ substantially in several departments. Resident student use of the Children's Department and Music & Performing Arts Department was relatively greater than non-resident student use; non-resident student use of Fine Arts Department and History & Travel Department was greater than resident student use.

Table 45.--In-person Reference Questions by Students by Department
Residents and Non-residents

Department	Residents (N=524) Percent	Non-residents (N=286) Percent
Browsing	5.7	1.0
Children's	13.0	7.3
Educational Film	2.3	7.0
Fine Arts	6.9	11.5
General Information	7.3	8.0
History & Travel	6.9	10.5
Language & Literature	7.3	5.6
Music & Performing Arts	11.8	5.6
Philosophy, Religion & Education	7.6	6.3
Sociology & Economics	11.6	11.5
Technology & Science	11.5	13.6
Others less than 5%	8.2	11.8
TOTAL	100.1	99.7

(See appendix B, tables 41 and 42 for in-person reference questions asked by all occupations.)

Table 46 presents an analysis of Dewey class distribution of call slips presented by students at service desks in reference departments.

Table 46.--Student Call Slips by Dewey Classes
Residents and Non-residents

Dewey	Residents (N=2,232) Percent	Non-residents (N=1,328) Percent
100's	10.8	6.3
300's	26.2	24.2
600's	5.4	8.1
700's	8.2	12.0
800's	24.0	21.9
900's	14.9	17.2
Others less than 5%	10.5	10.0
TOTAL	100.0	99.7

(See appendix B, tables 29 and 30 for call slips by all Dewey classes and occupations.)

Differences in call slips distribution by counties can be seen in the following table.

Table 47.--Student Call Slips By Dewey Classes and County of Residence

Dewey	Macomb(N=203) Percent	Oakland(N=496) Percent	Wayne(N=494) Percent
100's	2.5	8.7	6.9
300's	21.2	23.8	22.9
500's	1.0	5.4	4.0
600's	12.3	7.9	7.9
700's	17.2	14.7	8.1
800's	30.0	19.0	25.9
900's	11.8	13.7	19.6
Others less than 5%	4.0	6.8	4.6
TOTAL	99.8	100.0	99.9

(See appendix B, tables 31 to 33 for Dewey classes and occupations by county.)

Relatively heavy use of the 300's was consistent throughout the four categories of use. The 800's rank high in call slips and loan charges but in in-person reference questions and periodical requests, the comparable department, Language & Literature, ranks much lower.

Use by Teachers and Other Professions

The library's contribution to the educational life of the metropolitan community is further emphasized by teacher use. Next to students, teachers ranked highest in total use and in most use categories.

In an analysis of teacher use, a comparison will be made with a few other occupations, particularly engineers, which made relatively heavy use of the library.

Table 48.--Occupations Providing Greatest Use

Occupation	Number	Percent
Students	16,489	64.2
Teachers	1,657	6.4
Clerical workers	1,101	4.3
Homemakers	841	3.3
Engineers	707	2.8
"Other professionals"	628	2.4
All other occupations	4,277	16.7
TOTAL	25,700	100.1

(See appendix B, table 46 for listing of all occupations.)

Reference to "other professionals" in the above table indicates a specific grouping of coded occupations and does not mean all professional occupations not specifically included in that particular table. A total of 15 professional occupations were isolated for identification purposes, namely, those occupations which seemed most pertinent to this study. Professional occupations not isolated in the 15 groupings (see appendix A, page 74) were gathered in one group called "other professionals." This included a number of individual occupations.

Table 49.--Occupations Providing Greatest Use Residents and Non-residents

Occupation	Residents (N=15,914) Percent	Non-residents (N=9,786) Percent
Clerical workers	5.0	3.1
Engineers	2.1	3.8
Homemakers	2.6	4.3
"Other professionals"	2.2	2.8
Students	65.0	62.7
Teachers	6.4	6.6
All other	16.6	16.7
TOTAL	99.9	100.0

Almost two-thirds of the teachers are residents while engineers are more than one-half non-residents.

Table 50.--Distribution of Teachers and Engineers. Residents and Non-residents

Occupation	Number	Resident	Number	Non-resident	Total
Teachers	1,012	61.1	645	38.9	100.0
Engineers	332	47.0	375	53.0	100.0

(See appendix B, table 47 for listing of all occupations.)

Use by teachers and engineers within the three counties (table 51) does not follow the population distribution. Of the non-resident three-county population, the out-city population of Wayne County is 54 percent, Oakland County 27 percent, and Macomb County 18 percent.

Table 51.--Library Use by Non-resident Teachers and Engineers by County

	Macomb		Oakland		Wayne		
Occupation	Number	Percent	Number	Percent	Number	Percent	Total
Teachers	128	21.4	257	43.0	213	35.6	100.0
Engineers	59	17.6	147	43.8	130	38.7	100.1

(See appendix B, tables 48 to 51 for occupations by counties.)

In a comparison of library visits by practitioners of professional occupations by residents and non-residents, substantial differences appear in the distribution of teachers and engineers. Of the resident professional users of the library, 40.2 percent were teachers and 13.2 percent were engineers. In the case of the non-residents, the corresponding percentages were 34.5 and 20.1 percent.

Table 52.--Professional Occupations Providing Greatest Use Residents and Non-residents

Occupation	Residents (N=2,516) Percent	(Non-residents (N=1,870) Percent
Accountants	3.6	4.8
Designers	2.8	4.7
Engineers	13.2	20.1
"Other professionals"	14.2	14.5
Social workers	6.8	3.7
Teachers	40.2	34.5
Technicians	4.1	2.7
All other	15.2	15.3
TOTAL	100.1	100.3

County comparison reveals a similar pattern for the three counties except for a smaller percentage of teachers from Wayne County and a greater number of "all others."

Table 53.--Professional Occupations Providing Greatest Use by County

Occupation	Macomb(N=324) Percent	Oakland (N=698) Percent	Wayne (N=673) Percent
Accountants	8.3	4.7	4.5
Designers	7.4	5.0	3.7
Engineers	18.2	21.1	19.3
"Other professional"	13.6	13.9	14.0
Social workers	2.2	3.0	4.6
Teachers	39.5	36.8	31.6
Technicians	2.5	1.0	4.0
All others	8.3	14.5	18.2
TOTAL	99.8	100.0	99.9

A percentage distribution of professional occupations for the top six occupational classifications from each county appears in table 54. The ranking of Detroit first, then Oakland, Wayne, and Macomb counties was the same in five of the occupations. In only one occupation, social worker, was the order changed with Wayne County ranking second. To a considerable extent these variations probably reflect variations in place of residence of the several professional groups.[1]

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[1] Table 48A in appendix B is an example of occupational distribution by municipality. It includes both visits & registration. Although data were available by the 216 locations, none were used in preparation of this report.

Table 54.--County Distribution of Professional Occupations Providing Greatest Use

County	Teachers (N=1,657)	Engineers (N=707)	"Other Profes-sionals" (N=628)	Account-ants (N=181)	Designers (N=157)	Social Workers (N=240)
Detroit	61.1	47.0	56.8	50.3	44.6	71.3
Oakland	15.5	20.8	15.4	18.2	22.3	8.8
Wayne	12.9	18.4	15.0	16.6	15.9	12.9
Macomb	7.7	8.3	7.0	14.9	15.3	2.9
All other	2.8	5.5	5.8		1.9	4.2
TOTAL	100.0	100.0	100.0	100.0	100.0	100.1

Loan charges to teachers ranked second to student charges in most Dewey classes. This was especially true for resident charges (see appendix B, table 13). It was also the non-resident pattern in Macomb and Wayne counties but not in Oakland County where engineers appear to be equally heavy users (see appendix B, table 15 to 17).

Almost one-half of the teachers came for school work. More resident teachers than non-resident teachers gave school work as their reason. "School work" was probably interpreted in two ways, since a teacher's "job or business" use may be termed "school work."

Table 55.--Reason for Visit by Teachers Residents and Non-residents

Reason	Residents (N=1,178)	Non-residents (N=735)
School work	48.9	43.8
Job or business	21.1	20.7
Personal reading	18.3	20.5
Other	11.6	15.0
TOTAL	99.9	100.0

(See appendix B, tables 53 and 54.)

Resident engineers showed a similar motivation but more non-residents came for job-related purposes. In both professions, non-residents reported a slightly higher percentage of use for personal reading.

Table 56.--Reason for Visit by Engineers
Residents and Non-residents

Reason	Residents (N=377)	Non-residents (N=407)
School work	37.9	31.4
Job or business	24.7	29.0
Personal reading	28.6	30.0
Other	8.8	9.6
TOTAL	100.0	100.0

(See appendix B, tables 53 and 54.)

Four answers were possible for the amount of time spent in the building, ranging from less than one-half hour to over three hours. 32.9 percent of the teachers and 20.8 percent of the engineers spent less than a half-hour in the library per visit; 30.3 percent of the teachers and 31.5 percent of the engineers spent from a half-hour to one hour; 36.8 percent of the teachers and 47.7 percent of the engineers spent more than one hour in the library per visit. (See appendix B, table 61.)

A larger percentage of teachers asked for assistance than did engineers. There was little difference between resident and non-resident teachers or between those with borrowers' cards and those without. There was somewhat greater variance, however, in the engineers as can be seen in table 57.

Table 57.--Comparison of Residents and Non-residents
Who Asked for Assistance
With and Without Borrowers' Cards. Teachers and Engineers

	Teachers		Engineers	
	Sample	Percent	Sample	Percent
Borrower's card:				
Residents	621	50.0	191	39.8
Non-resident	222	50.0	63	33.3
Without borrower's card:				
Residents	357	54.3	135	41.5
Non-residents	270	52.5	195	48.7

Although fewer engineers asked for assistance than did teachers, they tended to be better satisfied with the information or material. This was true for each county.

Table 58.--Satisfaction of Teachers and Engineers by County

County	Occupation	Satisfied	Partially Satisfied	Not Satisfied	Total
Macomb	Teacher	71.3	16.8	11.9	100.0
	Engineer	81.1	8.1	10.8	100.0
Oakland	Teacher	78.9	14.7	6.3	99.9
	Engineer	83.6	12.9	3.4	99.9
Wayne	Teacher	73.7	18.6	7.8	100.1
	Engineer	80.6	8.7	10.7	100.0
Detroit	Teacher	76.3	14.1	9.6	100.0
	Engineer	79.6	12.4	8.0	100.0

(See appendix B, tables 57 to 59.)

The percentage of Oakland teachers and engineers who were satisfied was somewhat greater than the percentages from the other geographic areas.

The percentage of teachers who used copying machines was approximately the same as the percentage of teachers in the total sample. For engineers, however, the ratio who used copying machines was slightly higher.

Table 59.--Copying Machine Use by Teachers and Engineers

Occupation	Residents	Non-residents
Teachers	6.1 (of total visits)	6.3(of total visits)
Engineers	3.1	6.0

(See appendix B, table 63.)

A larger percentage of engineers than of teachers from each county made the trip solely to visit the library. This may reflect enrollment in class work which is more prevalent with teachers. Of those who made the trip solely to visit the library, the percentages are shown in table 60.

Table 60.--Teachers and Engineers who Made Trip Solely to Visit the Library by County

Occupation	Macomb	Oakland	Wayne
Teachers	50.4	47.3	51.0
Engineers	57.1	65.0	65.9

(See table 41.)

A final fact on the teacher and engineer. It is not surprising that 95.6 percent of the engineers were males. It may be surprising that 51.4 percent of the teachers were males. (See appendix B, table 65.)

CHAPTER 5. FINANCE

A primary objective of the study was to suggest equitable methods of financing the Detroit Main Library operations, taking into account non-resident use. The data gathered indicate the nature and extent of non-resident use -- and the cost attributable thereto.

The theoretically possible sources of funds to support the non-resident use can be simply identified: federal, state, county, municipality, school district, special taxing authority, fees, and benefactions. What distribution to propose, the logic and justification, and the requisite legal structure for achieving the desired end can assume different faces.

Federal funds for public libraries have been one element of urban library income since 1964. Upon being allocated to the state in accordance with a state plan for their use, these funds become state funds (in Michigan). Some of them are channeled through the state to local libraries and library systems. The Detroit Associated Library System[1] received approximately $128,175 in federal funds and $295,175 in state aid during fiscal 1967-68.[2] Direct federal grants to individual metropolitan libraries for alleviation of imbalance in use and support are not contemplated for the immediate future, nor is an increase in federal grants to the states of sufficient magnitude to permit significant amelioration of the metropolitan library service problem.

State and county would both appear to be proper sources of support. Suggestions for their participation are presented on subsequent pages. Municipalities are also a logical source, but there are 131 local units (cities, villages, townships) in our three counties. Negotiations, agreements, participation, and bookkeeping appear to make this approach prohibitive. Use data were tabulated by municipality of residence of user but the resulting tables are not included in the report.[3]

Support from local school district, although logical, considering the high ratio of student and teacher use, also seems formidably cumbersome to arrange and administer, not to mention the current desperate financial plight of the school districts. The intermediate school districts, whose boundaries coincide with those of the counties (except that the City of Detroit constitutes one intermediate school district and Wayne County outside Detroit another), would appear to be a potential source of assistance. A possible basis for intermediate school district participation in the support of non-resident student use of the Main Library is suggested on subsequent pages.

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[1] For this purpose, Detroit, Hamtramck and Highland Park.

[2] Almost exactly 40 percent of the total cost of operating the D.P.L. was attributable to Main Library services used by non-residents.

[3] See sample table, appendix B, page 135.

The total operating costs of the Detroit Main Library during fiscal 1967-68, after deducting the revenues and costs assignable to branch operations, was $2,779,528.[1] Distribution of that sum among the three counties and Detroit results in the distribution shown in table 61.

Table 61.--Distribution of Costs by Residence of User (Survey Cards)[1]

County	Percent	Amount
Macomb	6.9	$ 191,787
Oakland	14.3	397,473
Wayne	14.6	405,811
Detroit	64.2[2]	1,784,457
TOTAL	100.0	$2,779,528

[1] See appendix C, table 1 for costs to be shared.
[2] Also includes all non-residents who live outside the three-county area.

The above county percentages reflect a surprisingly consistent pattern of use in major categories, such as periodical requests, call slips received, and in-person reference questions. (See table 3 , page 15). It would therefore seem reasonable to use survey cards as the index of use to determine costs by residence of user.[2]

A second possible index of use is based on minutes of reference librarians' time consumed in dealing with reference questions -- by Main Library department and by area of residence of questioner. This approach requires the assumption that minutes of actual reference service to the residents of each geographic area, in each department, are proportional to total use and total costs of the department, by area of residence of users. As large as this assumption looks at first glance, it makes more sense when one remembers that the provision of reference service is the reason for the existence of the department, so the use of reference service as an index of costs has a certain logical validity.

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[1] For derivation of this figure, see appendix C, table 1 . This sum should be regarded as a reasonably close approximation of the 1967-68 cost to the tax-payers of the City of Detroit of operating the Main Library services which were freely available to and used by non-residents during the period of this project. The total cost of operating the Detroit Public Library System during 1967-68 was $6,959,873, of which $3,194,869 was the total cost of operating the Main Library. (These data exclude debt service.)

[2] An unknown percentage of non-resident visitors to the Main Library probably pay property taxes in the city, and therefore contribute their full share to the support of the library. There seems to be no way to determine the magnitude of this factor, which is assumed to be small. Non-residents who receive income in the city also pay an income tax of one-half of one percent. Resulting revenue to the Main Library is very small (estimated at 14 cents on a $10,000 taxable income).

The calculations for this method are described in appendix C, pages to 165-172 with accompanying tables. In brief, the total cost of operating each department during 1967-68 was estimated, the number of minutes of reference service consumed in each department by the residents of each county was recorded, and the total cost of operating the department was allocated by geographic area according to total minutes of reference service by area of residence of questioners. The result is as follows:

Table 62.--Distribution of Costs by Reference-Service Minutes for Each Department[1]

County	Amount
Macomb	$ 134,133
Oakland	354,648
Wayne	353,488
Detroit	1,937,353[2]
TOTAL	$2,779,622

[1] See appendix C, tables 3 to 6. Includes also circulation costs distributed in proportion to percentage of loans to residents of each county.

[2] Also includes all other non-residents.

Still using minutes of reference service as a basis, another approach provides a somewhat different distribution of costs. In table 63, the county allocation is based on percentage of total minutes required to answer questions in all departments combined for residents of each county. These percentages were then applied to the total costs, ignoring individual departmental costs. Loan costs are also included as in Table 62.

Table 63.--Distribution of Costs by Total Minutes of Reference Service[1]

County	Percent of Total Minutes	Amount
Macomb	4.8	$ 133,279
Oakland	13.4	370,935
Wayne	11.6	321,273
Detroit	70.1	1,951,308[2]
TOTAL	99.9	$2,776,795

[1] Percentage distribution of minutes of reference service applied to total costs in appendix C, table 1 and lending costs for each county as detailed in appendix C, table 7.

[2] Also includes all other non-residents.

Costs could also be distributed by the combined number of in-person and telephone reference questions, ignoring the minutes required to answer them.

Table 64.--Distribution of Costs by Number of Reference Questions -- In-person and Telephone

County	Number	Percent of Reference Questions	Amount
Macomb	311	4.7	$ 130,638
Oakland	814	12.3	341,882
Wayne	752	11.3	314,087
Detroit	4,756	71.7	1,992,922[1]
TOTAL	6,633	100.0	$2,779,529

[1] Also includes all other non-residents.

The cost distributions suggested in tables 61 to 64 are limited to 1967-68 operating costs. The Nelson Associates preliminary design for the study suggested that 15 or 20 percent of operating costs of service to residents of the suburban counties be assessed against those counties in accordance with their population, in consideration of what Nelson calls the Library's "readiness to serve."[1] We suggest consideration, rather, of an "interest on capital" factor to be added[2] to operating costs and the total distributed in accordance with area-of-residence of users.

The Detroit Public Library estimates the dollar value of its Main Library collections at $12,500,000. Adding the value of the physical plant would seem logical and should be considered,[3] but for the present illustrative purpose we have ignored that part of the Library's capital investment, suggesting that six percent of the value of the collections be added to 1967-68 operating costs to arrive at a total cost figure to be "assessed" to the major suburban counties in proportion to the use of the Main Library by their residents. Table 65 shows the 1967-68 costs assignable to each county and to the city-proper, including the $750,000 "interest-on-capital," or "readiness to serve" ingredient, using each of our four indices of use.

---

[1] op. cit. pp. 30-32

[2] The rationale for adding a "readiness to serve" factor, apart from its logic, rests on the necessity for additional revenues (i.e. in addition to the 1967-68 operating budget) to enable the Main Library to survive as a viable metropolitan service agency. Obviously, the proper method of determining a total budget figure for any given fiscal year would be to establish a sound program budget rather than to start with 1967-68 expenditures.

[3] $1,248,704 of city tax money was budgeted for D.P.L. debt service in 1967-68

Table 65.--Distribution of Costs with "Readiness to Serve" Factor Included, Based on Four Use-Distribution Indices

County	Survey Cards	Reference Service		
		Minutes by Department	Total Minutes	Number of Questions
Macomb	$ 243,537	$ 185,885	$ 185,029	$ 182,388
Oakland	504,723	461,898	478,185	449,132
Wayne	515,311	462,988	430,773	423,587
Detroit[1]	1,784,457	1,937,353	1,951,308	1,992,922
TOTAL	$3,048,028	$3,048,124	$3,045,295	$3,048,029
Non-resident[2]	$1,263,571	$1,110,771	$1,093,987	$1,055,107

[1] Also includes all other non-residents. Residents were not assigned a portion of the "interest-on-capital."

[2] Three county non-resident total only.

The data of table 65 are somewhat more realistic than those suggested in tables 61-64 because they provide a margin for improvement, albeit a narrow one. A different rate of "interest" on total capital investment (including plant) would be preferable and might be equally acceptable. Future expenditures for materials and binding would be preferably included in operating costs rather than added to capital, although either approach would be logically acceptable; they should not be included in both.

Assessment against the counties of the total cost of Detroit Main Library service to their residents is probably neither reasonable nor feasible. The Main Library is a highly significant statewide asset, with no small influence upon the state's economy as well as upon its fulfilment of its formal and informal educational responsibilities. Furthermore, more than half of the residents of the state live in these three counties. It would seem both reasonable and necessary for the state to participate significantly in the support of the Main Library's service to non-resident users, industrial, educational, and citizens generally.

The simplest and perhaps the most reasonable solution would be for the state to "pick up the tab" for the Main Library's service to Michigan's residents who are not residents of Detroit, i.e., 38 percent of a sound and duly approved program budget for those services of the Main Library which are used by and necessary to non-residents of Detroit. If we were to assume arbitrarily a "sound" program budget of approximately four-million dollars, the state's 38 percent would amount to something like a million-and-a-half dollars for 1969-70.

A third possibility would be for the three counties and the state to share the non-resident service costs. If the sharing were to be accepted on a fifty-fifty basis, and if the cost of use by the 2.3 percent of users who live outside the three-county area were included in the state's share, the result would be something like $800,000 from the state, $140,000 from Macomb County, $285,000 from Oakland County and $290,000 from Wayne County.

Table 66 shows somewhat more precisely the cost distribution which would result from fifty-fifty state-county sharing of the operating costs of Main Library service to the three major-use metropolitan counties, starting with two hypothetical operating budget figures and leaving in the city's share the 2.3 percent use by people living outside the three counties. Macomb's $120,750 share of a $3,500,000 budget in half of 6.9 percent of $3,500,000, the other half being included in the state's $626,500 share.

Table 66.--State-County-City Sharing Patterns Based on Two Hypothetical 1969-70 Budgets

County	% Use (Survey Cards)	$3,500,000 Budget	$4,000,000 Budget
Macomb	6.9	$ 120,750	$ 138,000
Oakland	14.3	250,250	286,000
Wayne	14.6	255,500	292,000
The State (Matching)		626,500	716,000
Total Counties plus State	35.8	1,253,000	1,432,000
Detroit	64.2	2,247,000	2,568,000
TOTAL	100.0	$3,500,000	$4,000,000

The type of solution suggested by table 66 has much to commend it, both logically and practically. It also raises questions, of course, and would "take some doing." Worth consideration, perhaps would be the metropolitan research and reference library authority idea (briefly suggested above), combined with the county-state-city matching formula suggested in table 66.

Still another theoretical possibility would be to bring the intermediate school districts "into the act." Of the 25,700 Main Library users who returned usable survey cards, 3,710 were identified as high school students from the three counties, including the city. This is 14.44 percent of the visits to the Main Library. If we continue to postulate a budget of four-million dollars for 1969-70 for the relevant services, we might properly assess 14.44 percent of this sum, or $577,600 against the four intermediate school districts. This would break down (on the basis of survey card distribution) to $39,277 for the Macomb County intermediate school district, $77,976 for the Oakland County intermediate school district, $86,640 for the Wayne County intermediate school district, and $373,707 for the School District of the City of Detroit.

There are various ways of proceeding from here. Since the school district of the City of Detroit already supports the Detroit Public Library to the extent of almost 50 percent, it would hardly do to ask them to contribute an additional $373,707 to pay the cost of serving their high school students. So we must either eliminate the Detroit school district from the above calculations, which would reduce to $203,893 the amount to be requested from the three other intermediate school districts, or think in terms of a totally new structure for support (and government) of the Main Library. Since the possibilities under the first of these alternatives are fairly obvious, suppose we consider the latter.

Pursuing the foregoing logic, it might not be unreasonable to ask the intermediate school districts to defray the cost of service to high school students, the state to pay the cost of service to college and university students, and the counties and city to cover the cost of service to their users who are neither high school students nor college students.

Of the 25,700 people who visited the Main Library and returned usable survey cards during our sample weeks, 11,001 (42.8 percent) reported "student" as their "occupation" and also indicated that they had completed 12 or more years of schooling (see table 27, p. 38). Still assuming a four-million-dollar budget for the relevant functions of the Main Library, acceptance by the state of responsibility for library service to college and university students would require state aid to the Main Library in the amount of $1,712,000 for 1969-70. Adding to this the $577,600 from the school districts for service to high school students would leave $1,710,400 to be levied against the city and the counties in accordance with non-student use. Table 67 shows a method of allocating the costs

Table 67.--Suggested Cost Allocation for Non-student use,[1] 1969-70

Area	Total Visits	HS & Coll Students	ALL OTHER Number	ALL OTHER % of Total	Cost Allocation
Macomb	1,784	1,074	710	6.5	111,000
Oakland	3,669	2,037	1,632	14.9	255,000
Wayne	3,760	2,232	1,528	13.9	238,000
Detroit	15,914	9,187	6,727	61.3	1,048,000
All Other	573	203	370	3.4	58,000
TOTAL	25,700	14,733	10,967	100.0	1,710,000

---

[1] Actually includes a relatively small number of students, particularly in the Detroit data.

of use by others than high school and college students. This pattern of distribution of Main Library service costs would result in about 43 percent support by the city and the three counties (combined), 43 percent by the state, and 14 percent by the four intermediate school districts. It would probably require a revised structure for governing the Main Library to represent the interests of the three counties and the three county intermediate school districts. However logical, this plan has the grave (and perhaps fatal) flaw of being somewhat complicated. It would presumably have to be "sold" to seven hard-pressed taxing authorities.

In their 1966 study of Reference and Research Library Needs in Michigan, Nelson Associates found that:

> "Five libraries emerge repeatedly as heavily used state-wide resources meeting the reference and research needs of users, including faculty and students of the colleges and universities, elementary and secondary school teachers and to a lesser extent manufacturing executives and government officials. These five libraries are the Detroit Public Library, the Michigan State Library and the libraries of the University of Michigan, Wayne State University and Michigan State University."[1]

Nelson pointed out that the Detroit Public Library "is supported almost solely by the city of Detroit" and added: "Explicit recognition of the statewide role of all five libraries, together with appropriate provisions for the support of that role, is ultimately necessary."[2]

Nelson Associates recommended the establishment of a number of "intermediate reference centers,...providing reference and intermediate research services to all segments of the state community."[3] They add subsequently the statement that, "There is no question that in any rational plan of library development the Detroit Public Library would continue to meet intermediate reference needs in the metropolitan area" and recommend further that, "The Detroit Public Library, the Michigan State Library and the libraries of Michigan State University, Wayne State University and the University of Michigan should all be designated statewide resource libraries. The budgets of these libraries should be augmented by state funds as needed to support their responsibilities as statewide resource libraries."[4] They point out specifically that "...the Detroit Public Library in particular is supplying statewide service without supporting state funds."

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[1] p. 53
[2] Ibid. p. 54
[3] Ibid. p. 57
[4] Ibid. p. 59

Thus the dual role of the Detroit Public Library as statewide resource library and "intermediate reference center" for the metropolitan area would be recognized and supported, presumably with state funds.

All in all, full state support of non-resident use of the Main Library would appear to be the most practical means of assuring continued performance at a high level of the Library's de facto dual regional and statewide function, without requiring the tax payers of the city-proper to carry the full burden of costs. None of the other theoretical support-patterns discussed in this chapter appears to be quickly feasible, and the need for action is urgent.

CHAPTER 6. CONCLUSIONS AND SUGGESTIONS FOR FURTHER STUDY

Five objectives were defined for the project. With the completion of this report, the first four have been met: (1) the Detroit Main Library was opened for all residents of the six-county area from February 1, 1967 to July 1, 1968, (2) the data gathered made possible the foregoing analysis of the library use and the user, as well as (3) the determination and analysis of costs, and (4) alternative possibilities for providing equitable support have been suggested.

The objective not fulfilled involved "selling" the continuance of area-wide access and equitable distribution of support for access by the residents of the suburban areas. The project was originally conceived to cover a three-year period with the final year extending beyond the period of data gathering. A large part of the final year was to have been devoted to the last objective. Since the project was terminated at the end of two years, and since not all of the data were available for compilation and study until after the project terminated, it was impossible for the staff to devote effort to the final objective. The bulk of the effort while the library was open for in-person access (which period corresponded to the time that the project director was on the job) was spent on plans to secure the data, the data gathering, compilation, and interpretation.

Data from the study define the extent of non-resident use of the Detroit Main Library and characteristics of the use and user.

Major Conclusions

1. Non-resident use was largely limited to the Standard Metropolitan Statistical Area, the counties of Macomb, Oakland, and Wayne. Until such time as the growth or changing complexion of other metropolitan counties suggests a re-evaluation of the geographic area, the SMSA is an appropriate area for providing in-person access to the Main Library, and for sharing in financial support.

2. Our data indicate no correlation between the number of inhabitants of a geographic area and their use of Detroit's Main Library, nor any clear cut relationship between proximity of residence to Main Library and Main Library use. The significant independent variables appear to be rather educational and income level, occupation, and probably proximity of residence to main transportation routes into the city. The location of the Main Library near the principal routes to downtown Detroit from Oakland County and western Macomb County is undoubtedly a convenience factor.

3. Most of the non-residents' use of the Main Library was in-the-building use of its reference and research resources and services. Inasmuch as these resources and services have been available for many years to all comers, resident and non-resident alike, the impact of this project on Main Library use and work-load was relatively slight. Only the Loan and Registration services found their work-load significantly increased.

4. Students were by far the heaviest non-resident (as well as resident) users, with professional people supplying the greatest number of employed adult users.

5. The extent of non-resident use (38 percent in terms of visits to the library) offers a compelling reason for a new financial support pattern -- and perhaps for a correspondingly changed pattern of control.

6. Several methods of determining the costs to be shared and the geographical allocation of costs were discussed in Chapter 5 and summarized in Chapter 1 (p. 4). Considerations of practicability and urgency (not unsupported by logic) strongly suggest state support of Main Library service to non-residents of the city.

7. In comparing the non-resident percentages of various categories of use, visits to the Main Library, as determined from the "survey cards," appear to constitute a valid index of use. Our experience suggests that a periodic survey of people entering (or leaving) the Library, to determine their place of residence, would provide a valid basis for determining use and costs by area of residence of users.

Suggestions for Further Study

Several areas for further exploration are suggested by the study.

1. Systematic efforts to identify and define in specific terms the library service needs of the people of the metropolitan area are urgently needed. It is true that some needs may be assumed from our data, but only as they are reflected in use by those non-residents who actually visited the Detroit Main Library. The data show what books were borrowed for home use, what books were requested from closed stacks, what periodicals were used (all on a subject basis only), and the subject areas of the questions asked. The needs of those who were not sufficiently motivated to make the trip to the Main Library were not reflected and a direct study of needs is highly desirable.

2. No parallel study of suburban library use at the local community level was made to compare patterns of use or to define precisely how local service and central back-stop service do or should complement one another. Are the suburban users of the central city library the same people

who use their local suburban libraries? What are the characteristics and the purposes of those who use both levels of resource, of those who use only local, only central, neither? The project study tells us how many Main Library users checked first with their local library but not why others did not.

3. No study was made of the strengths and weaknesses of either the community libraries or the Detroit Main Library itself to relate to needs or types of requests made or satisfaction indicated. The causes for dissatisfaction were not sufficiently refined to be meaningful. Many comments, both favorable and critical, were returned on the survey cards. In many instances, these were too general to be helpful. Identifying the dissatisfaction with specific reasons therefor would be essential to a systematic effort to remove deficiencies and increase user-satisfaction. Case studies of individuals, following them through step by step, from identification of needs to final result could be highly enlightening. A combination of diary and interview techniques would seem to be indicated.

4. Detailed studies of college and university student borrowing patterns and "satisfaction quotients" and characteristics of users would be useful. Similar studies on high-school students' use are also desirable. To what extent are special-clientele libraries meeting the needs of their particular clientele? Is there a gap between their capacity to meet those needs and the resources and services available elsewhere to their clientele?

5. Do definable present and predictable needs suggest kinds or levels of library service not now available? No attempt was made to create a "grand design" for optimum library service to the people of Metropolitan Detroit, but it's a (big) job that should be undertaken. What are the proper roles of the college, university, school and special libraries? What need exists for "document" delivery service to suburbia? What about decentralized access to a central computer-based catalog? What changes in traditional cataloging will such remote access suggest? Facsimile transmission? Central reference service to meet decentralized needs? Intermediate satellite service centers? Where do book buying and renting and magazine subscribing fit in?[1] How should a metropolitan "grand design" fit into state, regional, national patterns? What are the proper limits of local self-determination and local control -- and the limits of centralization and the systems (or network) concept? The problem is where to start. This is only a sample of the important questions.

---

[1] Who reads what? Why? Where does he get it? What doesn't he read? Why? So what? (In memoriam: Douglas

APPENDIX A

Forms and Coding Information

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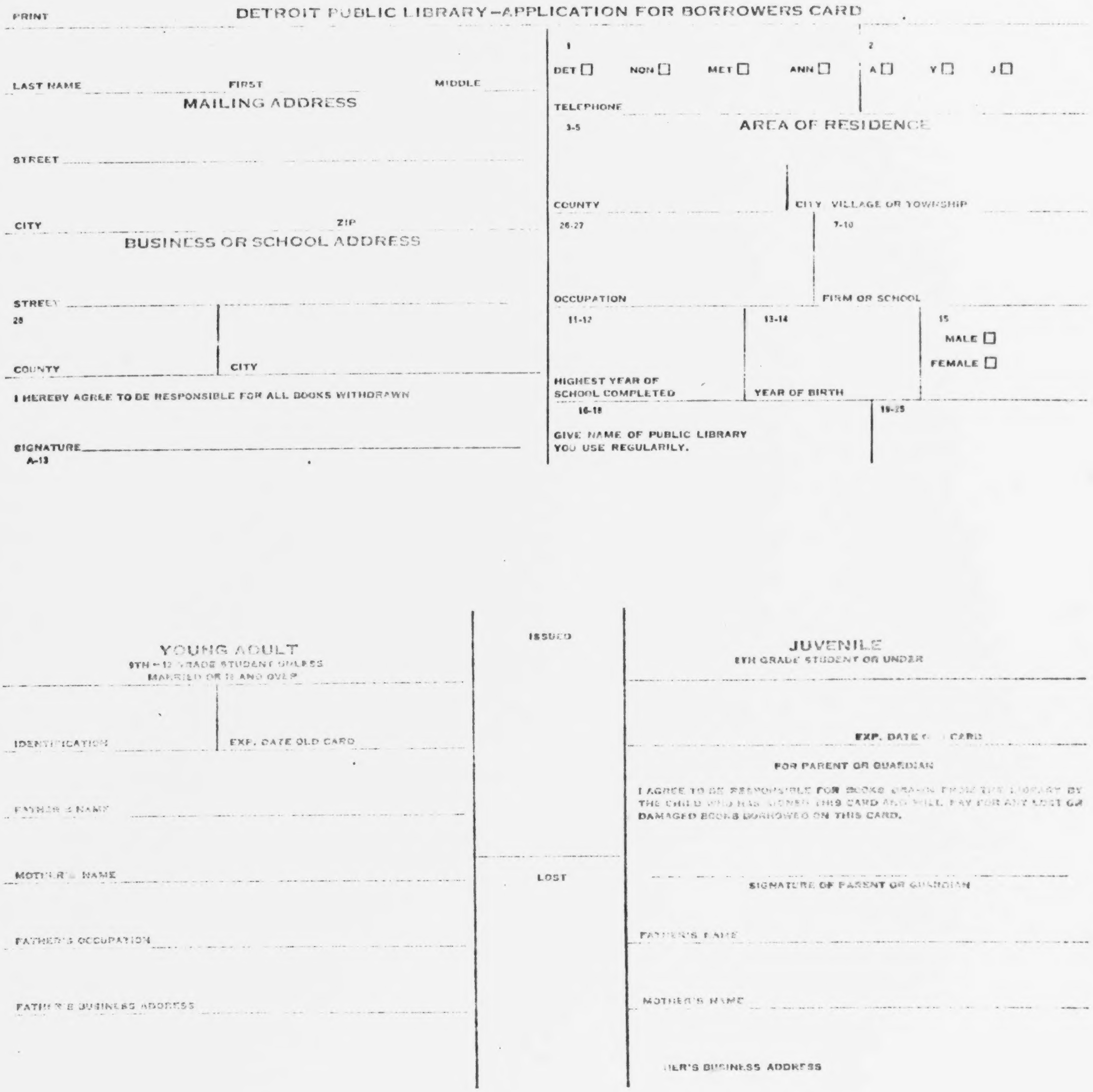
Registration Card



PRINT

DETROIT PUBLIC LIBRARY—APPLICATION FOR BORROWERS CARD

LAST NAME ________ FIRST ________ MIDDLE ________

MAILING ADDRESS

STREET ________

CITY ________ ZIP ________

BUSINESS OR SCHOOL ADDRESS

STREET ________

28

COUNTY ________ CITY ________

I HEREBY AGREE TO BE RESPONSIBLE FOR ALL BOOKS WITHDRAWN

SIGNATURE ________

A-13

1

DET ☐ NON ☐ MET ☐ ANN ☐

2

A ☐ Y ☐ J ☐

TELEPHONE ________

3-5

AREA OF RESIDENCE

COUNTY ________ CITY VILLAGE OR TOWNSHIP ________

26-27

7-10

OCCUPATION ________ FIRM OR SCHOOL ________

11-12

13-14

15

MALE ☐

FEMALE ☐

HIGHEST YEAR OF SCHOOL COMPLETED ________ YEAR OF BIRTH ________

16-18

19-25

GIVE NAME OF PUBLIC LIBRARY YOU USE REGULARLY.

YOUNG ADULT

9TH – 12 GRADE STUDENT UNLESS MARRIED OR 18 AND OVER

IDENTIFICATION ________ EXP. DATE OLD CARD ________

FATHER'S NAME ________

MOTHER'S NAME ________

FATHER'S OCCUPATION ________

FATHER'S BUSINESS ADDRESS ________

ISSUED

LOST

JUVENILE

8TH GRADE STUDENT OR UNDER

EXP. DATE OLD CARD ________

FOR PARENT OR GUARDIAN

I AGREE TO BE RESPONSIBLE FOR BOOKS DRAWN FROM THE LIBRARY BY THE CHILD WHO HAS SIGNED THIS CARD AND WILL PAY FOR ANY LOST OR DAMAGED BOOKS BORROWED ON THIS CARD.

____

SIGNATURE OF PARENT OR GUARDIAN

FATHER'S NAME ________

MOTHER'S NAME ________

HER'S BUSINESS ADDRESS

Appendix A

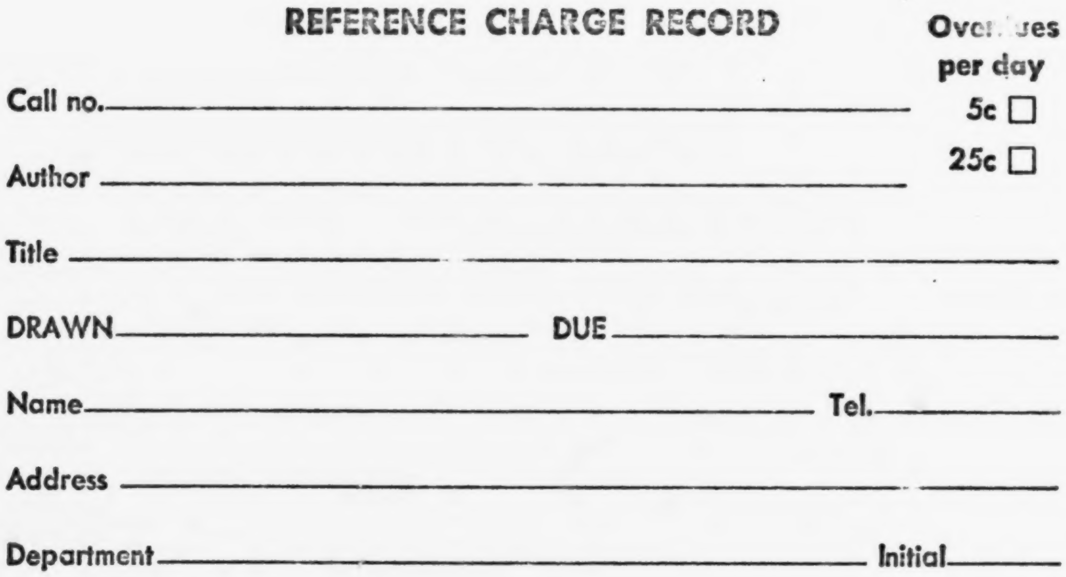
Information Coded from Registration Card

1. Type of Card
   - a. For Detroit resident
   - b. For non-resident who worked, attended school, or owned property in the city (called a non-Detroit card)
   - c. For non-resident in the six county area who did not work, attend school, or own property in the city (called a Metropolitan card)
   - d. For non-resident outside the six county area who did not work, attend school, or own property in the city (called an annual card issued for a fee of $10.00 annually)
2. Classification of card
   - a. Juvenile - eighth grade student, or less
   - b. Young Adult - ninth to twelfth grade student unless married, or 18 and over
   - c. Adult - all other personal registrants
   - d. Company - use by companies and organizations for official business only
3. Place of residence (216 locations)
4. County of residence - Macomb, Monroe, Oakland, St. Clair, Washtenaw, or Wayne
5. College or University -(37 in the six counties)
6. Highest year of school completed
7. Year of birth
8. Sex
9. Name of public library used regularly - (82 libraries)
10. Occupation - (28 classifications)

Clerical and kindred workers
Craftsmen, foremen and kindred workers
Homemakers
Laborers (including farm laborers)
Managers, officials and proprietors (including farm)
Operatives and kindred workers
Retired
Sales workers
Service workers (including private household)
Students
Unemployed
Not reported
Professional, technical and kindred workers
    Accountants and auditors
    Artists and art teachers
    Authors, editors and reporters
    Clergymen
    Designers and draftsmen
    Engineers and scientists
    Lawyers and judges
    Musicians and music teachers
    Nurses
    Personnel and labor relations
    Physicians, surgeons and dentists
    Public relations
    Social, welfare and recreational workers, and social scientists
    Teachers, professors and instructors, educational administrators and related educational workers
    Technicians
    Other professional

11. County in which person worked or attended school

12. Card number



REFERENCE CHARGE RECORD

Overdues per day
5c ☐
25c ☐

Call no. ______

Author ______

Title ______

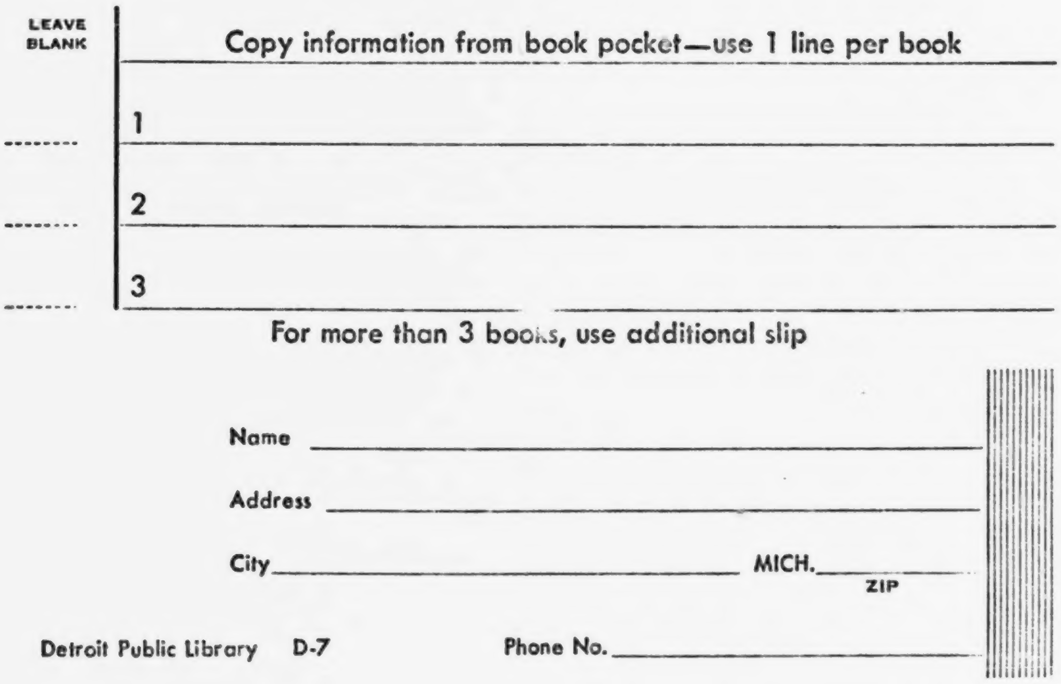
DRAWN ______ DUE ______

Name ______ Tel. ______

Address ______

Department ______ Initial ______

Loan Charge Slip



LEAVE BLANK

Copy information from book pocket—use 1 line per book

1 ______

2 ______

3 ______

For more than 3 books, use additional slip

Name ______

Address ______

City ______ MICH. ______ ZIP

Detroit Public Library D-7

Phone No. ______

PERIODICAL REQUEST SLIP

Name of Periodical____

____

____In Use

Volume and Page____

Date of Periodical____

Borrowers Card Number____
(or Library Identification Number)

DETROIT METROPOLITAN LIBRARY PROJECT
Form 2286 15M 10-67

Call Slip

Call No.____

Author____

Title____

Borrowers Card Number____
(or Library Identification Number)

DETROIT METROPOLITAN LIBRARY PROJECT
Form 2285 30M 10-67

RECORD OF SERVICE

Department: ____________________ Date: ____________

TELEPHONE SERVICE

Source of call

Firm: ____________________

Location of firm

City, Village or Township: ____________________

OTHER SERVICE

☐ Mail Request

☐ Interloan

☐ Interlibrary Loan

IN-PERSON SERVICE

Borrowers Card No. or

Borrowers Identification No.

TIME

- ☐ Under 5
- ☐ 5 to 10
- ☐ 11 to 15
- ☐ 16 to 20
- ☐ 21 to 30
- ☐ 31 to 60
- ☐ Over 60

SOURCE OF ANSWER

- ☐ Card cat.
- ☐ Shelf list
- ☐ Vertical file
- ☐ Special file
- ☐ Periodical
- ☐ Order file
- ☐ College cat.
- ☐ Document
- ☐ Film cat.
- ☐ Film visible index

- ☐ Filmstrip cat.
- ☐ Manuscript
- ☐ Map/atlas
- ☐ Music
- ☐ Newspaper
- ☐ Occupation file
- ☐ Picture/print
- ☐ Recording
- ☐ Other

BOOK:

- ☐ Dictionary
- ☐ Directory
- ☐ Encyclopedia
- ☐ Printed index
- ☐ Bibliography
- ☐ Almanac/yearbook/handbook
- ☐ Gazetteer
- ☐ Juvenile fict.
- ☐ Juvenile non-fict.
- ☐ Novel
- ☐ Quotation
- ☐ Short story
- ☐ Other

SUBJECT

____

____

____

____

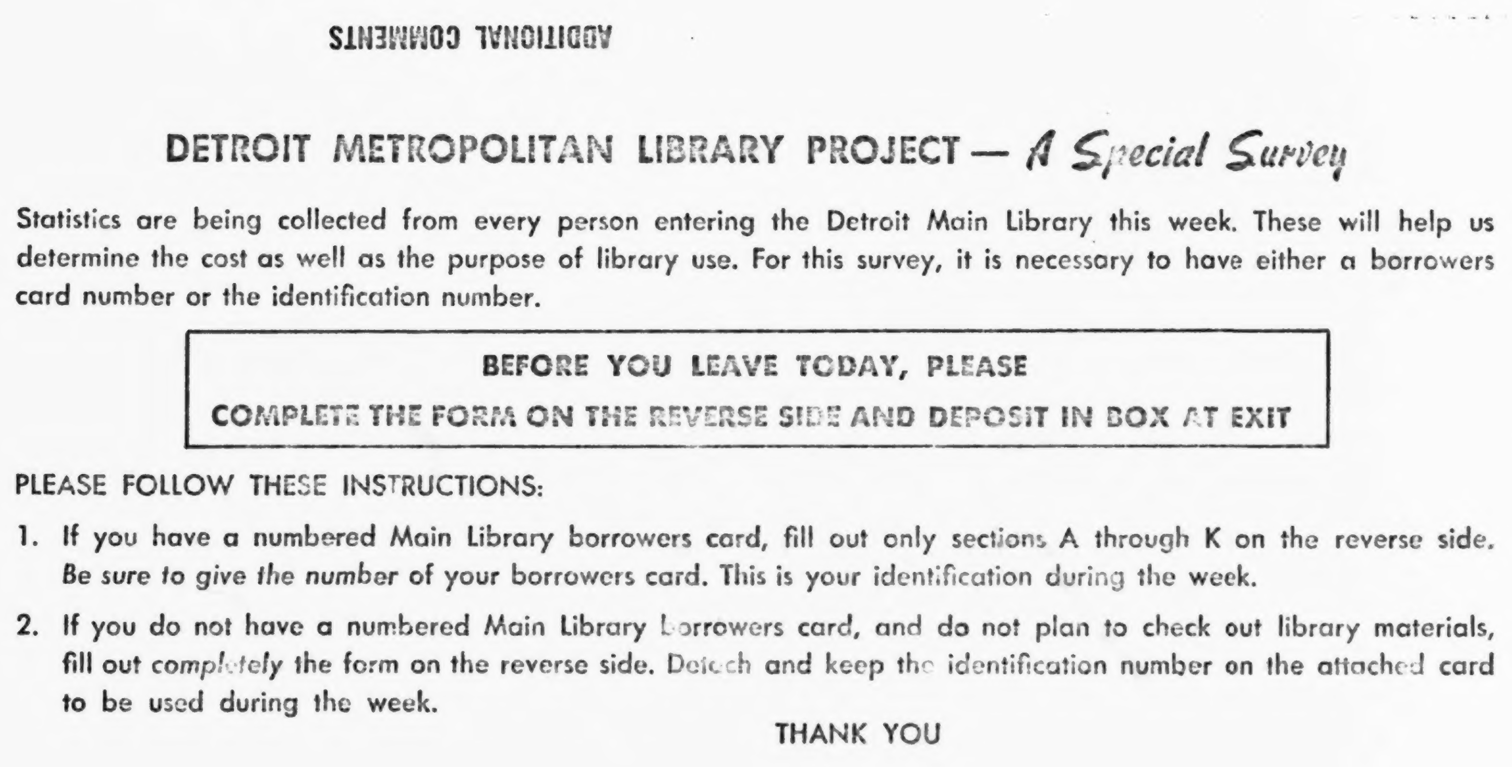
____

____

Form 2287 25M 10-67

DETROIT METROPOLITAN LIBRARY PROJECT

Survey Card



ADDITIONAL COMMENTS

DETROIT METROPOLITAN LIBRARY PROJECT — *A Special Survey*

Statistics are being collected from every person entering the Detroit Main Library this week. These will help us determine the cost as well as the purpose of library use. For this survey, it is necessary to have either a borrowers card number or the identification number.

BEFORE YOU LEAVE TODAY, PLEASE

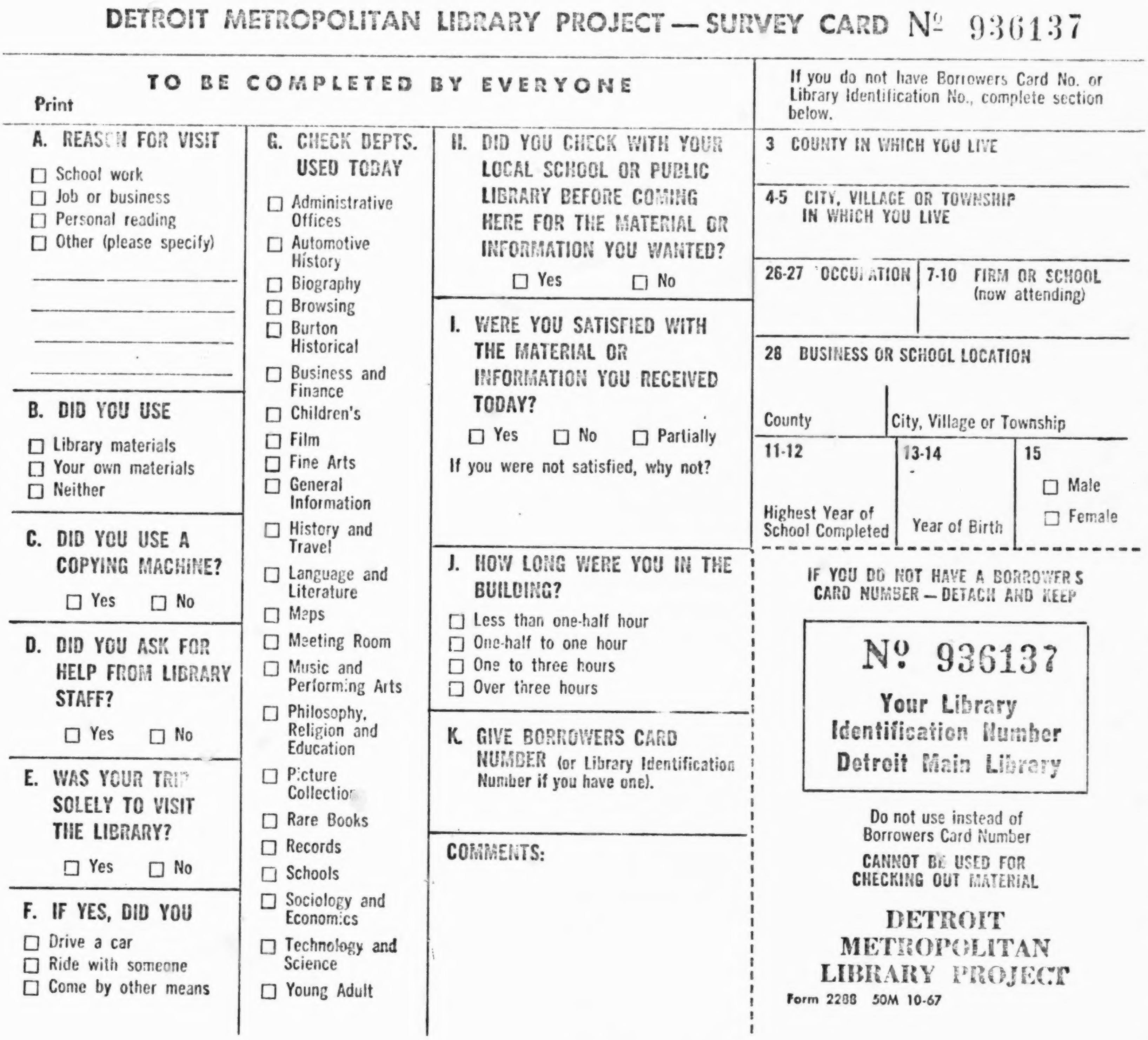
COMPLETE THE FORM ON THE REVERSE SIDE AND DEPOSIT IN BOX AT EXIT

PLEASE FOLLOW THESE INSTRUCTIONS:

1. If you have a numbered Main Library borrowers card, fill out only sections A through K on the reverse side. *Be sure to give the number* of your borrowers card. This is your identification during the week.
2. If you do not have a numbered Main Library borrowers card, and do not plan to check out library materials, fill out *completely* the form on the reverse side. Detach and keep the identification number on the attached card to be used during the week.

THANK YOU

Survey Card



DETROIT METROPOLITAN LIBRARY PROJECT — SURVEY CARD № 936137

TO BE COMPLETED BY EVERYONE

Print

A. REASON FOR VISIT

- ☐ School work
- ☐ Job or business
- ☐ Personal reading
- ☐ Other (please specify)

B. DID YOU USE

- ☐ Library materials
- ☐ Your own materials
- ☐ Neither

C. DID YOU USE A COPYING MACHINE?

☐ Yes ☐ No

D. DID YOU ASK FOR HELP FROM LIBRARY STAFF?

☐ Yes ☐ No

E. WAS YOUR TRIP SOLELY TO VISIT THE LIBRARY?

☐ Yes ☐ No

F. IF YES, DID YOU

- ☐ Drive a car
- ☐ Ride with someone
- ☐ Come by other means

G. CHECK DEPTS. USED TODAY

- ☐ Administrative Offices
- ☐ Automotive History
- ☐ Biography
- ☐ Browsing
- ☐ Burton Historical
- ☐ Business and Finance
- ☐ Children's
- ☐ Film
- ☐ Fine Arts
- ☐ General Information
- ☐ History and Travel
- ☐ Language and Literature
- ☐ Maps
- ☐ Meeting Room
- ☐ Music and Performing Arts
- ☐ Philosophy, Religion and Education
- ☐ Picture Collection
- ☐ Rare Books
- ☐ Records
- ☐ Schools
- ☐ Sociology and Economics
- ☐ Technology and Science
- ☐ Young Adult

H. DID YOU CHECK WITH YOUR LOCAL SCHOOL OR PUBLIC LIBRARY BEFORE COMING HERE FOR THE MATERIAL OR INFORMATION YOU WANTED?

☐ Yes ☐ No

I. WERE YOU SATISFIED WITH THE MATERIAL OR INFORMATION YOU RECEIVED TODAY?

☐ Yes ☐ No ☐ Partially

If you were not satisfied, why not?

J. HOW LONG WERE YOU IN THE BUILDING?

- ☐ Less than one-half hour
- ☐ One-half to one hour
- ☐ One to three hours
- ☐ Over three hours

K. GIVE BORROWERS CARD NUMBER (or Library Identification Number if you have one).

COMMENTS:

If you do not have Borrowers Card No. or Library Identification No., complete section below.

3 COUNTY IN WHICH YOU LIVE

4-5 CITY, VILLAGE OR TOWNSHIP IN WHICH YOU LIVE

26-27 OCCUPATION

7-10 FIRM OR SCHOOL (now attending)

28 BUSINESS OR SCHOOL LOCATION

County

City, Village or Township

11-12 Highest Year of School Completed

13-14 Year of Birth

15 ☐ Male ☐ Female

IF YOU DO NOT HAVE A BORROWER'S CARD NUMBER — DETACH AND KEEP

№ 936137

Your Library Identification Number Detroit Main Library

Do not use instead of Borrowers Card Number

CANNOT BE USED FOR CHECKING OUT MATERIAL

DETROIT METROPOLITAN LIBRARY PROJECT

Form 2288 50M 10-67

Guidelines for Using "Record of Service" Form

Complete that portion of the form pertinent to the inquiry. Use a check mark "✓". One form must be used for each inquiry.

1. SOURCE OF CALL. Write name of school, business, industry, etc. If a home call, write "home".

2. LOCATION OF FIRM. Write geographic location, not mailing address.

3. ABBREVIATIONS. Abbreviations may be used providing they are clear and distinct.

4. OTHER SERVICE. Indicate source and location of request in "Telephone Service" block.

5. IN-PERSON SERVICE. The number is essential. If patron should have both a borrower's number and an identification number, take the borrower's number. If he said he threw away his survey card or his identification number, ask him to fill out another survey card. A supply will be at each desk.

6. TIME. Your estimate of time involved is of the actual amount of time spent by you in answering the question and does not include time spent in procuring material from the stacks, etc.

7. SOURCE OF ANSWER. Check where you found the answer, not where you looked for it. More than one check may be appropriate when more than one type of material was necessarily used to provide a complete answer. Your special files may (a) give the answer to the question, or (b) give the source where the answer may be found. In the case of (a), check "special file" as a source of answer; for (b) check the particular source.

8. SUBJECT. A subject will need to be listed in most instances. When possible, department heads should set up a few subjects for staff to use. Any detailed subject, as appropriate, can be used in order not to delay the recording of the question.

9. DO NOT RECORD ON "RECORD OF SERVICE" FORM:
   a. Directional questions, transfer calls, or others of a similar nature. Record these as usual on the tally sheet.
   b. Company charges. We will secure this information on the reference charge or loan charge slips.
   c. Questions which involve use of call slips and periodical request slips. New carbon-backed call slips and periodical request slips will be used during the week of intensive study so that a duplicate record of these transactions will be available for coding. Even if bibliographic searching is involved, the form is not necessary. It is required for other transactions including readers guidance work.

10. COMMENTS. Include on bottom as desired.

11. UNCOOPERATIVE USER. If borrower refuses to give his number or the source and location of his call after a reasonable attempt has been made to secure the information, write in "unc" in either the telephone service or in-person service box.

12. TELEPHONE SERVICE. Secure information from borrower prior to answering the question if possible. The following statement might be used as the basis of your inquiry:

> The Library is making a special survey this week of telephone calls and would appreciate your cooperation. Can you please tell me from where you are calling?

Depending on the answer given, the appropriate follow-up question(s) can be asked. A similar statement relating to the borrower's number can also be used.

October 2, 1967

Detroit Metropolitan Library Research and
Demonstration Project

APPENDIX B

Data in the tables for survey cards, call slips, loan charges, company charges, in-person reference questions, telephone reference questions, and periodical requests covered the two survey weeks--October 23-29, 1967, and February 26 - March 3, 1968. School charges data covered the October week only and film-filmstrip charges the February week only.

Registration data covered the period from February 1, 1967, when the project began through March 3, 1968, when the second survey week ended. Except for Tables 10 and 11 which report registration figures, all data are based on use during the two survey weeks and the individuals who made that use and replied to the survey cards.

In an analysis of use by individual category, by occupation, and by county, the number involved in some instances is too small to be significant. These small numbers have been reported, nevertheless, in order that the tables might be complete.

Table 1.--Survey Cards By Area of Residence

Area of Residence	Number	Percent
Detroit	15,914	61.9
Macomb	1,784	6.9
Monroe	13	0.1
Oakland	3,669	14.3
St. Clair	57	0.2
Washtenaw	102	0.4
Wayne	3,760	14.6
Outside Six County Area	401	1.6
TOTAL	25,700	100.0
Non-resident Total	9,786	38.1

Table 2.--Call Slips Received By Area of Residence By User[1]

Area of Residence	Number	Percent
Detroit	3,293	60.5
Macomb	330	6.1
Oakland	818	15.0
St. Clair	6	0.1
Washtenaw	61	1.1
Wayne	790	14.5
Outside Six County Area	147	2.7
TOTAL	5,450	100.0
Non-resident Total	2,152	39.5

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[1] Materials requested from closed stacks.

Table 3.--Loan Charge By Area of Residence of Borrower[1]

Area of Residence	Number	Percent
Detroit	19,013	75.4
Macomb	1,129	4.5
Monroe	11	0.0
Oakland	2,558	10.1
St. Clair	47	0.2
Washtenaw	39	0.2
Wayne	2,306	9.1
Outside Six County Area	116	0.5
TOTAL	25,219	100.0
Non-resident Total	6,206	24.6

---

[1] Identifiable by county and Detroit .

Table 4.--Company Charges By Location of Borrower[1]

Area of Residence	Number	Percent
Detroit	258	62.6
Macomb	76	18.4
Oakland	49	11.9
Washtenaw	1	0.2
Wayne	28	6.8
TOTAL	412	99.9
Non-Resident Total	154	37.4

---

[1] Charges made on company cards.

Table 5.--School Charges By Location of School[1]

Location of School	Number	Percent
Detroit	1,846	80.1
Macomb	133	5.8
Oakland	195	8.5
Wayne	130	5.6
TOTAL	2,304	100.0
Non-Resident Total	458	19.9

[1] Charges made from the Schools Department during October survey week only.

Table 6.--Films and Filmstrips Borrowed By Location of Showing[1]

County	Number	Percent
Detroit	360	68.8
Macomb	41	7.8
Oakland	63	12.0
Washtenaw	1	0.2
Wayne	56	10.7
Outside Six County Area	2	0.4
TOTAL	523	99.9
Non-resident Total	163	31.2

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[1] The geographic location is not the residence of the person who borrowed the film, but the location in which the film was shown. Charges were made during February survey week only.

Table 7.--In-person Reference Questions By Area of Residence of Inquirer

Area of Residence	Number	Percent
Detroit	920	62.2
Macomb	77	5.2
Oakland	234	15.8
Monroe		
St. Clair	3	0.2
Washtenaw	6	0.4
Wayne	200	13.5
Outside Six County Area	39	2.6
TOTAL	1,479	99.9
Non-resident Total	559	37.8

Table 8.--Telephone Reference Questions By Source of Call

Source of Call	Number	Percent
Detroit	3,726	72.3
Macomb	234	4.5
Monroe	5	0.1
Oakland	580	11.3
St. Clair	3	0.1
Washtenaw	9	0.2
Wayne	552	10.7
Outside Six County Area	45	0.9
TOTAL	5,154	100.1
Non-resident Total	1,428	27.8

Table 9.--Periodical Requests By Area Of Residence of Person Making Request

Area of Residence	Number	Percent
Detroit	2,335	60.9
Macomb	234	6.1
Monroe	1	0.0
Oakland	580	15.1
St. Clair	21	0.5
Washtenaw	30	0.8
Wayne	562	14.7
Outside Six County Area	73	1.9
TOTAL	3,836	100.0
Non-resident Total	1,501	39.1

Table 10.--Registration for Borrowers' Cards
by Area of Residence of Registrant
February 1, 1967 - March 3, 1968

Residence Of Registrant	Number	Percent
Detroit	39,015	58.8
Macomb	5,124	7.7
Monroe	47	0.1
Oakland	11,503	17.3
St. Clair	118	0.2
Washtenaw	178	0.3
Wayne	10,161	15.3
Outside Six-County Area	226	0.3
TOTAL	66,372	100.0
Non-resident Total	27,357	41.2

Table 11.--Summary of Registration For Borrowers' Cards
February 1, 1967 - March 3, 1968

	Number	Percent
I. Type of card		
Detroit	39,015	58.8
Non-Detroit	15,523	23.4
Metropolitan	11,526	17.4
Annual	26	0.0
Error	282	0.4
TOTAL	66,372	100.0
Total Non-Resident	27,357	41.2
II. Classification of card		
Adult	49,165	74.1
Young Adult	13,775	20.8[1]
Juvenile	2,956	4.5
Company	474	0.7
Error	2	0.0
TOTAL	66,372	100.1
III. Sex of registrant		
Male	34,185	51.5
Female	31,674	47.7
Not reported	513	0.8
TOTAL	66,372	100.0

[1] 9th - 12th grade student unless married, 18 or over.

Table 12.--Loan Charges By Dewey Class[1] By Occupations. Residents of Detroit

Dewey Class.	Residents (N =13,903) Percent	Non-Residents (N =5,156) Percent
000	0.3	0.3
200	2.9	3.2
300	14.9	18.2
400	0.8	0.9
500	5.9	6.0
600	11.3	12.5
700	9.8	11.7
800	11.0	11.0
900	13.9	14.9
Fiction, Juvenile and 100's	29.2	21.2
TOTAL	99.9	100.2

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[1] Based on charges with borrower's number.

[2] Programming for this table placed 100's with fiction and juvenile. On the basis of other data, the resident and non-resident fiction percentages would probably be reduced by 5 to 6 percent.

Table 13.--Loan Charges by Dewey Class by Occupations Residents of Detroit

	Dewey Class										Fict/ Juve
Occupations	000's (N=43)	100's (N=1,200)	200's (N=395)	300's (N=2,082)	400's (N=113)	500's (N=324)	600's (N=1,576)	700's (N=1,369)	800's (N=1,534)	900's (N=1,936)	(N=2,330)
Accountants/aud		0.1	0.3	0.4		0.4	0.5	0.1	0.1	0.3	0.6
Public relations			0.3	1.0		0.1	0.1	0.1		0.1	0.1
Artists/art tchr		0.1					0.5	0.4			0.2
Authors/editors		0.3		0.2	0.9	0.2	1.0	0.3	0.3	0.9	0.4
Clergymen		0.6	2.3	0.2		0.8	0.1	0.2		0.2	0.1
Clerical workers	4.7	4.1	2.0	3.4	5.3	2.8	3.9	4.5	2.9	4.0	4.1
Craftsmen/foremen		0.3		1.2	1.8	1.6	2.9	0.4	0.5	0.4	1.6
Designers/draftsmen		0.3	0.5	0.2		0.4	0.6	0.7		0.2	
Engineers/scientist	2.3	1.3	1.8	0.8	3.5	2.7	6.1	0.4	0.5	1.0	0.7
Homemakers	2.3	2.4	1.5	1.7	3.5	1.2	2.3	3.9	1.9	3.4	5.3
Laborers		0.6	0.3	0.3			0.2	0.2	0.1	0.1	0.4
Lawyers/judges			0.8			0.2	0.1	0.1		0.2	0.1
Managers/officials		0.4		0.4		0.1	0.9	0.5	1.0	0.3	1.1
Musicians/mus tchr		0.2	0.5	0.3		0.4		1.2	0.3	0.1	0.2
Nurses						0.5	0.4	0.4		0.4	0.5
Operatives		0.3	1.8	0.9		0.6	1.8	0.2	0.3	1.3	1.1
Other professional		1.9	0.3	1.9		2.7	2.3	1.8	0.4	0.3	2.2
Personnel/labor rel		0.1		0.2			0.1	0.1		0.1	
Physicians/dentists		0.3		0.1		1.0	0.1		0.1		0.5
Teachers	9.3	7.1	4.3	7.4	8.0	6.4	2.6	6.6	5.1	4.4	4.7
Retired		0.4	1.0	0.7		0.2	0.6	0.4	0.6	1.3	4.7
Sales workers		1.0	1.0	1.2	2.7		1.2	0.4	1.3	0.4	1.0
Service workers		0.8	0.3	1.2	1.8	0.5	1.3	1.4	0.2	1.8	0.5
Social workers	2.3	0.8	0.5	1.1		0.1	1.5	1.5	0.2	0.7	1.1
Students	46.5	32.8	43.0	41.2	46.9	42.6	31.9	34.1	44.7	34.2	30.5
Technicians		0.4		0.1	0.9	1.6	1.0	0.1		0.3	0.7
Unemployed		0.3		0.3	0.9		0.6	2.1	0.4	0.6	0.3
Not reported	32.6	42.9	37.7	34.4	23.9	32.9	35.3	38.0	39.3	42.6	36.9
TOTAL	100.0	99.8	100.2	99.9	100.2	100.0	99.9	100.1	100.2	100.6	100.1

Table 14.--Loan Charges by Dewey Class by Occupations
Non-residents

Occupations	Dewey Class										Fict/
	000's (N=14)	100's (N=372)	200's (N=169)	300's (N=924)	400's (N=47)	500's (N=329)	600's (N=647)	700's (N=608)	800's (N=561)	900's (N=743)	Juve (N=781)
Accountants/aud	7.1	0.5		0.8			2.8	0.5	0.2	0.4	0.5
Public relations				0.2						0.3	
Artists/art tchr									0.4	0.1	0.4
Authors/editors				1.5			0.5	0.2	0.4	0.7	0.8
Clergymen			7.1	0.4		0.9	0.5	0.5	0.4	0.1	0.6
Clerical workers	7.1	6.2	2.4	1.7		0.6	3.4	0.5	4.5	2.3	3.3
Craftsmen/foremen		0.5		1.6		1.5	2.8	3.3	0.9	0.1	1.7
Designers/draftsmen		0.3		0.8		0.6	0.6	1.3		0.9	0.3
Engineers/scientist		0.8	1.8	2.0	8.5	5.5	11.4	0.7	0.9	2.8	3.1
Homemakers		15.1	5.3	4.4		2.1	2.5	7.2	8.4	5.4	10.8
Laborers											0.3
Lawyers/judges				0.1				0.7		1.7	
Managers/officials	7.1	2.4	0.6	1.0		1.8	3.2	1.5	0.5	0.5	1.8
Musicians/mus tchr		0.3	1.2	0.1				0.3	0.7	0.1	0.3
Nurses				0.5				1.3	0.2	0.4	
Operatives		0.3	1.2	0.2			1.2	2.5	0.4	0.4	0.9
Other professional		3.2	3.0	2.7			6.3	4.9	1.2	2.3	4.1
Personnel/labor rel				0.3					0.5	0.3	0.6
Physicians/dentists		0.5		0.1		0.6				0.5	0.3
Teachers		10.5	3.6	8.9	10.6	4.9	4.9	13.7	7.1	5.2	7.6
Retired		0.8	0.6	0.5		0.3	0.2	0.5		0.5	0.5
Sales workers		0.5		2.1	2.1	2.7	4.2	2.0	1.4	1.5	6.3
Service workers			2.4	0.2		1.5		0.3	0.3	0.5	0.8
Social workers		1.1	2.4	1.4		0.3	0.3	1.3	1.3	0.1	0.8
Students	57.1	32.5	49.1	50.2	57.4	59.3	30.1	39.0	48.0	43.3	31.4
Technicians		1.1	0.6	0.4			0.2	2.0	0.2	0.7	0.1
Unemployed		1.3					0.6	0.5	1.1	0.4	0.5
Not reported	21.4	22.0	18.9	17.9	21.3	17.3	24.3	14.8	23.2	23.1	22.5
TOTAL	99.8	99.9	100.2	99.9	99.9	99.9	100.1	99.5	100.2	99.6	100.3

Table 15.--Loan Charges by Dewey Class by Occupations
Macomb County

Occupations	000's (N=2)	100's (N=72)	200's (N=26)	300's (N=170)	400's (N=3)	500's (N=48)	600's (N=118)	700's (N=119)	800's (N=116)	900's (N=119)	Fict/Juve[1] (N=124)	
Accountants/aud	50.0	2.8		1.8			1.7	0.8	0.9		3.2	
Public relations												
Artists/art tchr											0.3	
Authors/editors				2.9							3.2	
Clergymen			3.8			6.3		1.7				
Clerical workers		5.6	3.8				4.2	1.7	9.5		3.2	
Craftsmen/foremen				1.8			2.5	5.9	0.9	0.8	10.5	
Designers/draftsmen				0.6						1.7		
Engineers/scientist		2.8		1.2			3.4	0.8		1.7		
Homemakers		6.9	7.7			2.1	1.7	5.0	0.9	5.9	4.0	
Laborers												
Lawyers/judges				0.6					0.9	0.8		
Managers/officials						4.2	5.1					
Musicians/mus tchr												
Nurses				2.4								
Operatives		1.4		0.6			3.4	7.6	1.7		0.3	
Other professional		8.3	3.8				4.2		1.7	3.4		
Personnel/labor rel												
Physicians/dentists												
Teachers		12.6	3.8	7.6		2.1	7.6	15.1	1.7		8.9	
Retired												
Sales workers				4.1		2.1	5.1	2.5	2.6	0.8	0.8	
Service workers				1.2		10.4		1.7		0.8	2.4	
Social workers				1.2						0.3		
Students	50.0	26.4	57.7	52.4	100.0	54.2	23.7	49.6	48.3	53.8	34.7	
Technicians									3.4			
Unemployed		6.9					0.8			1.7	1.6	
Not reported	——	26.4	19.2	21.8	——	18.8	36.4	7.6	27.6	27.7	25.8	
TOTAL	100.0	100.0	99.8	100.2	100.0	100.2	99.8	100.0	100.0	100.1	99.8	
TOTAL ALL OCCUPATIONS	0.2	7.9	2.8	18.5	0.3	5.2	12.9	13.0	12.6	13.0	13.5	99.8

[1] Fiction and juvenile category contains a minute number of 100's

Table 16.--Loan Charges by Dewey Class by Occupations
Oakland County

Occupations	000's (N=5)	100's (N=136)	200's (N=46)	300's (N=384)	400's (N=21)	500's (N=125)	600's (N=293)	700's (N=252)	800's (N=227)	900's (N=292)	Fict/Juve[1] (N=346)	
Accountants/aud							4.8	0.3				
Public relations												
Artists/art tchr									0.9	0.3	0.6	
Authors/editors							1.0	0.4		1.7		
Clergymen				0.8				0.4				
Clerical workers	20.0		2.2	1.8			3.1	0.4	2.6	1.4	3.5	
Craftsmen/foremen				2.6			2.4	3.2	1.8			
Designers/draftsmen				0.8			0.8	1.2			0.6	
Engineers/scientist			4.3	2.9	19.0	12.0	16.0	1.2	2.2	4.5	4.3	
Homemakers		11.8	4.3	7.8		1.6	4.1	5.6	7.5	8.2	12.1	
Laborers											0.6	
Lawyers/judges								1.6		3.8		
Managers/officials	20.0	2.9	2.2	1.6		3.2	0.8	2.8	0.4	1.4	3.5	
Musicians/mus tchr		0.7	4.3					0.4	0.4	0.3	0.6	
Nurses								3.2				
Operatives			4.3	0.3			0.3	0.8	0.4		0.9	
Other professional		0.7	6.5	1.8			3.7	6.3	0.4	2.1	4.0	
Personnel/labor rel				0.8				1.2		0.3	1.2	
Physicians/dentists				0.3							0.3	
Teachers		14.7	2.2	5.7	9.5	7.3	4.8	12.3	7.5	4.1	10.4	
Retired				0.5		0.8		0.8		1.4	0.3	
Sales workers		1.5	2.2	0.5	4.8	4.0	5.3	0.8	2.2	1.4	10.7	
Service workers												
Social workers		1.5		0.3							0.3	
Students	60.0	39.7	45.7	54.2	38.1	55.2	26.6	40.1	48.9	45.9	27.7	
Technicians		0.7										
Unemployed							0.8		2.6	0.3		
Not reported	———	25.7	21.7	17.2	28.6	16.0	25.3	17.1	22.0	21.9	18.5	
TOTAL	100.0	99.9	99.9	99.9	100.0	100.1	100.3	100.6	99.8	100.1	100.1	
TOTAL ALL OCCUPATIONS	0.2	6.4	2.2	18.1	1.0	5.9	13.8	11.8	10.7	13.7	16.3	100.1

[1] Fiction and juvenile category contains a minute number of 100's.

Table 17.--Loan Charges by Dewey Class by Occupations
Wayne County

Occupations	000's (N=7)	100's (N=157)	200's (N=86)	300's (N=332)	400's (N=23)	500's (N=157)	600's (N=228)	700's (N=221)	800's (N=215)	900's (N=311)	Fict/ Juve[1] (N=231)	
Accountants/aud				1.2			0.9			1.0		
Public relations				0.6						0.6		
Artists/art tchr												
Authors/editors				2.7							0.7	
Clergymen			10.5	0.3			1.3		0.9	0.3	1.8	
Clerical workers		11.3	2.3	2.7		1.3	3.5		3.7	4.2	1.4	
Craftsmen/foremen		1.3		0.6		3.2	3.5	2.3				
Designers/draftsmen		0.6		0.9		1.3	0.9	2.3		1.6		
Engineers/scientist		0.6	1.2	1.5		1.9	9.2			1.9	3.2	
Homemakers		21.9	3.5	3.3		2.5	0.9	10.9	12.1	2.9	13.2	
Laborers						1.3						
Lawyers/judges									0.9	0.3		
Managers/officials		3.1		0.9			5.7	0.9	1.4		0.7	
Musicians/mus tchr								0.5				
Nurses		1.9		0.3					0.9	1.0		
Operatives							1.3	1.8	1.4	1.0	1.1	
Other professional		3.1	1.2	4.8			11.0	6.3		1.6	3.9	
Personnel/labor rel				0.9				0.5		0.3	0.4	
Physicians/dentists		1.3				1.3				1.3	0.4	
Teachers		4.4	4.7	10.2	13.0	3.8	3.9	15.4	9.3	8.7	4.3	
Retired			1.2	0.9			0.4	0.5			1.1	
Sales workers				2.7		1.9	1.8	3.2		1.9	3.9	
Service workers			3.5							1.0	1.1	
Social workers		1.3	2.3	3.0		0.6		3.6		0.3	0.7	
Students	57.1	28.1	47.7	46.7	69.6	63.1	38.6	34.8	47.4	49.2	36.7	
Technicians		1.9	1.2	1.2			0.4	5.4	0.5	1.6	0.4	
Unemployed								1.4			0.7	
Not reported	42.9	19.4	20.9	14.5	17.4	17.8	16.7	10.4	21.4	19.3	24.6	
TOTAL	100.0	100.2	100.1	99.9	100.0	100.0	100.0	100.2	99.9	100.0	100.3	
TOTAL ALL OCCUPATIONS	0.3	7.3	4.3	16.5	1.1	7.8	11.3	11.0	10.7	15.4	13.9	100.1

[1] Fiction and juvenile category contains a minute number of 100's.

Table 18 --Loan Charges by Occupation. Dewey Class Residents of Detroit

No.	Occupation	000's	100's	200's	300's	400's	500's	600's	700's	800's	900's	Fict/ Juve[1]	Total
47	Accountants/aud		2.1	2.1	17.0		6.4	17.0	2.1	2.1	12.8	38.3	99.9
9	Public relations			10.0	20.0		10.0	10.0	10.0		10.0	30.0	100.0
19	Artists/art tchr		5.3					42.1	26.3			26.3	100.0
61	Authors/editors		4.9		8.2	1.6	3.3	24.6	6.6	6.6	27.9	16.4	100.1
39	Clergymen		18.9	24.3	10.8		18.9	5.4	8.1		8.1	5.4	99.9
517	Clerical workers	0.4	9.5	1.5	13.5	1.2	4.4	11.8	12.0	8.5	14.9	22.6	100.4
154	Craftsmen/foremen		1.9		15.6	1.3	8.4	29.9	3.9	5.2	4.5	29.2	99.9
34	Designers/draftsmen		8.8	5.9	11.8		8.8	26.5	26.5		8.8	2.9	100.0
214	Engineers/scientist	0.5	7.0	3.3	7.5	1.9	10.3	44.9	2.8	3.7	8.9	9.3	100.1
419	Homemakers	0.2	6.9	1.4	8.6	1.0	2.4	8.6	12.6	6.9	15.8	35.6	100.0
36	Laborers		19.4	2.8	16.7			8.3	8.3	5.6	5.6	33.3	100.0
15	Lawyers/judges			20.0			13.3	13.3	13.3		20.0	20.0	99.9
88	Managers/officials		5.7		10.2		1.1	15.9	8.0	17.0	6.8	35.2	99.9
43	Musicians/mus tchr		4.7	4.7	14.0		7.0		39.5	11.6	2.3	16.3	100.1
38	Nurses		7.3		2.4		9.8	17.1	12.2		19.5	31.7	100.0
136	Operatives		2.9	5.1	14.0		3.7	20.6	2.2	2.9	25.0	23.5	99.9
220	Other professional		10.5	0.5	17.7		10.0	16.8	10.9	2.7	2.3	28.6	100.0
10	Personnel/labor rel		10.0		40.0			20.0	10.0		10.0	10.0	100.0
31	Physicians/dentists		9.7		9.7		25.8	6.5		3.2		45.2	100.1
752	Teachers	0.5	11.3	2.3	20.6	1.2	7.0	5.5	12.0	10.4	11.4	17.8	100.0
218	Retired		2.3	1.8	6.9		0.9	4.6	2.8	4.1	15.6	61.0	100.0
121	Sales workers		9.9	3.3	19.8	2.5		15.7	4.1	16.5	5.8	22.3	99.9
130	Service workers		6.9	0.8	19.2	1.5	3.1	15.4	14.6	2.3	26.2	10.0	100.0
126	Social workers	0.8	7.1	1.6	18.3		0.8	19.0	15.9	2.4	10.3	23.8	100.0
5,024	Students	0.4	7.8	3.4	17.1	1.1	7.0	10.0	9.3	13.6	13.2	17.2	100.1
63	Technicians		7.9		4.8	1.6	20.6	25.4	1.6		7.9	30.2	100.0
89	Unemployed		4.5		7.9	1.1		10.1	32.6	6.7	12.4	24.7	100.0
5.242	Not reported	0.3	9.8	2.8	13.6	0.5	5.2	10.6	9.9	11.5	15.7	19.9	99.8

[1] Fiction and juvenile category contains a small number of 100's.

Table 19.--Loan charges by Occupation. Dewey Class
Non-residents

Number	Occupation	000's	100's	200's	300's	400's	500's	600's	700's	800's	900's	Fict/ Juve[1]	Total
39	Accountants/aud	2.6	5.1		17.9			46.2	7.7	2.6	7.7	10.3	100.1
4	Public relations				50.0						50.0		100.0
6	Artists/art tchr									33.3	16.7	50.0	100.0
29	Authors/editors				48.3			10.3	3.4		17.2	20.7	99.9
31	Clergymen			35.5	9.7		9.7	9.7	9.7	6.5	3.2	16.1	100.1
129	Clerical workers	0.8	17.8	3.1	12.4			18.6	2.3	11.6	13.2	20.2	100.0
81	Craftsmen/foremen		2.5	2.5	18.5		6.2	22.2	24.7	6.2	1.2	16.0	100.0
31	Designers/draftsmen		3.2		22.6		6.5	12.9	25.8		22.6	6.5	100.1
180	Engineers/scientist		1.7	1.7	10.0	2.2	10.0	41.1	2.2	2.8	15.0	13.3	100.0
342	Homemakers		16.4	2.6	11.4		2.0	4.7	12.9	13.7	11.7	24.6	100.0
2	Laborers											100.0	100.0
23	Lawyers/judges				4.3		8.7		17.4	13.4	56.5		100.3
78	Managers/officials	1.3	11.5	1.3	11.5		7.7	26.9	11.5	5.1	5.1	17.9	99.8
10	Musicians/mus tchr		10.0	20.0	10.0				20.0	10.0	10.0	20.0	100.0
18	Nurses				27.8				44.4	11.1	16.7		100.0
45	Operatives		2.2	4.4	4.4			17.8	33.3	15.6	6.7	15.6	100.0
167	Other professional		7.2	3.0	16.2			24.6	18.0	1.8	10.2	19.2	100.2
17	Personnel/labor rel				35.3				23.5		11.8	29.4	100.0
11	Physicians/dentists		18.2		9.1		18.2				36.3	18.2	100.0
409	Teachers		9.7	1.5	20.6	1.2	4.0	7.9	20.6	9.9	9.9	14.6	99.9
22	Retired		13.6	4.5	22.7		4.5	4.5	13.6		18.2	18.2	99.8
139	Sales workers		1.4	0.7	13.7	0.7	6.4	19.4	8.6	5.8	7.9	35.3	99.9
22	Service workers			13.6	9.1		22.7		9.1		18.2	27.3	100.0
40	Social workers		10.0	35.0	7.5		2.5	5.0	20.0		5.0	15.0	100.0
2,206	Students	0.4	5.6	3.7	21.0	1.2	8.8	8.8	10.8	12.2	16.3	11.2	100.0
35	Technicians		11.4	2.9	11.4			2.9	34.3	14.3	17.0	5.7	99.9
25	Unemployed		20.0					16.0	12.0	24.0	12.0	16.0	100.0
1,077	Not reported	0.3	8.2	3.2	15.3	0.9	5.3	14.6	8.5	12.1	16.1	15.7	100.2

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[1] Fiction and juvenile category contains a minute number of 100's.

Table 20.--Loan Charges by Occupation. Dewey Class
Macomb County

Number	Occupation	000's	100's	200's	300's	400's	500's	600's	700's	800's	900's	Fict/ Juve[1]	Total
14	Accountants/aud	7.1	14.3		21.4			14.3	7.1	7.1		28.6	99.9
	Public relations												
1	Artists/art tchr											100.0	100.0
9	Authors/editors				55.5							44.4	99.9
6	Clergymen			16.7			50.0		33.3				100.0
27	Clerical workers		14.8	3.7				18.5	7.4	40.7		14.8	99.9
28	Craftsmen/foremen				10.7			10.7	25.0	3.6	3.6	46.4	100.0
3	Designers/draftsmen				33.3						66.7		99.9
11	Engineers/scientist		18.2		18.2			36.4	9.1		18.2		100.1
29	Homemakers		17.2	6.9			3.4	6.9	20.7	3.4	24.1	17.2	99.8
	Laborers												
3	Lawyers/judges				33.3					33.3	33.3		99.9
8	Managers/officials						25.0	75.0					
	Musicians/mus tchr												100.0
4	Nurses				100.0								100.0
18	Operatives		5.6		5.6			22.2	50.0	11.1		5.6	100.1
18	Other professional		33.3	5.6				27.8		11.1	22.2		100.0
	Personnel/labor rel												
	Physicians/dentists												
64	Teachers		14.1	1.6	20.3		1.6	14.1	28.1	3.1		17.2	100.1
	Retired												
22	Sales workers				31.8		4.5	27.3	13.6	13.6	4.5	4.5	99.8
13	Service workers				15.4		38.5		15.4		7.7	23.1	100.1
3	Social workers				66.7						33.3		99.9
403	Students	0.2	4.7	3.7	22.1	0.7	6.5	6.9	14.6	13.9	15.9	10.7	99.9
4	Technicians									100.0			100.0
10	Unemployed		50.0					10.0			20.0	20.0	100.0
219	Not reported		8.7	2.3	16.9		4.1	19.6	4.1	14.6	15.1	14.6	100.0

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[1] Fiction and juvenile contains a minute number of 100's.

Table 21.--Loan Charges by Occupation. Dewey Class Oakland County

Number	Occupations	000's	100's	200's	300's	400's	500's	600's	700's	800's	900's	Fict/ Juve[1]	Total
16	Accountants/aud							37.5	12.5				100.0
	Public relations												
5	Artists/art tchr									40.0	20.0	40.0	100.0
9	Authors/editors							33.3	11.1		55.6		100.0
4	Clergymen				50.0				50.0				100.0
41	Clerical workers	2.4		2.4	17.1			22.0	2.4	14.6	9.8	29.3	100.0
29	Craftsmen/foremen				34.5			24.1	27.6	13.7			99.9
10	Designers/draftsmen				30.0			20.0	30.0			20.0	100.0
129	Engineers/scientist			1.7	9.4	3.4	12.8	40.1	2.6	4.3	12.8	12.8	99.9
169	Homemakers		9.5	1.2	17.8		1.2	7.1	8.3	10.1	20.1	24.9	100.1
2	Laborers											100.0	100.0
15	Lawyers/judges								26.7		73.3		100.0
42	Managers/officials	2.4	9.5	2.4	14.3		9.5	4.8	16.7	2.4	9.5	28.6	100.1
8	Musicians/mus tchr		12.5	25.0					12.5	12.5	12.5	25.0	100.0
8	Nurses								100.0				100.0
8	Operatives				12.5			12.5	25.0	12.5		37.5	100.0
61	Other professional		1.6	8.1	11.5			18.0	26.2	1.6	9.8	23.0	99.8
11	Personnel/labor rel				27.3				27.3		9.1	36.4	100.1
2	Physicians/dentists				50.0							50.0	100.0
164	Teachers		12.2	0.6	13.4	1.2	5.5	8.5	18.9	10.4	7.3	22.0	100.0
13	Retired		23.1		15.4		7.7		15.4		30.8	7.7	100.1
77	Sales workers		2.6	1.3	3.9	1.3	6.5	22.1	2.6	6.5	5.2	48.1	100.1
	Service workers												
4	Social workers		50.0		25.0							25.0	100.0
892	Students	0.3	6.1	2.4	23.6	0.9	7.8	8.8	11.4	12.6	15.2	10.9	100.0
1	Technicians		100.0										100.0
9	Unemployed							22.2		66.7	11.1		100.0
429	Not reported		8.2	2.3	15.4	1.4	4.7	17.2	10.0	11.7	14.9	14:9	100.7

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[1] Fiction and juvenile category contains a minute number of 100's.

Table 22.--Loan Charges by Occupation. Dewey Class Wayne County

Number	Occupations	000's	100's	200's	300's	400's	500's	600's	700's	800's	900's	Fict/ Juve[1]	Total
8	Accountants/aud				44.4			22.2			33.3		99.9
5	Public relations				50.0						50.0		100.0
	Artists/art tchr												
9	Authors/editors				81.8							18.2	100.0
18	Clergymen			42.9	4.8			14.3		9.5	4.8	23.8	100.1
66	Clerical workers		28.1	3.1	14.1		3.1	12.5		12.5	20.3	6.3	100.0
22	Craftsmen/foremen		9.1		9.1		22.7	36.4	22.7				100.0
18	Designers/draftsmen		5.6		16.7		11.1	11.1	27.8		27.8		100.1
48	Engineers/scientist		2.2	2.2	10.9		6.5	45.7			13.0	19.6	100.1
151	Homemakers		23.2	2.0	7.3		2.6	1.3	15.9	17.2	6.0	24.5	100.0
	Laborers												
3	Lawyers/judges									66.7	33.3		100.0
28	Managers/officials		17.9		10.7			46.4	7.1	10.7		7.1	99.9
1	Musicians/mus tchr								100.0				100.0
9	Nurses		33.3		11.1					22.2	33.3		99.9
10	Operatives							18.8	25.0	18.8	18.8	18.8	100.2
77	Other professional		6.5	1.3	20.8			32.5	18.2		6.5	14.3	100.1
6	Personnel/labor rel				50.0				16.7		16.7	16.7	100.1
9	Physicians/dentists		22.2				22.2				44.4	11.1	99.9
166	Teachers		4.5	2.6	21.8	1.9	3.8	5.8	21.8	12.8	17.3	7.7	100.0
9	Retired			11.1	33.3			11.1	11.1			33.3	99.9
40	Sales workers				22.5		7.5	10.0	17.5		15.0	27.5	100.0
9	Service workers			33.3							33.3	33.3	99.9
19	Social workers		7.7	7.7	38.5		3.8		30.8		3.8	7.7	100.0
355	Students	0.5	5.1	4.6	17.6	1.8	11.2	10.0	8.7	11.6	17.3	11.7	100.0
28	Technicians		10.7	3.6	14.3			3.6	42.9	3.6	17.9	3.6	100.2
9	Unemployed								60.0			40.0	100.0
363	Not reported	0.8	8.4	4.9	13.0	1.1	7.6	10.3	6.3	12.5	16.3	18.8	100.0

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[1] Fiction and juvenile category contains a minute number of 100's.

Table 23.--Periodical Requests by Department
Residents and Non-residents

Department	Residents (N=2,326) Percent	Non-Residents (N=1,494) Percent
Burton Historical	0.6	1.3
Business & Finance	9.0	11.3
Children's	0.1	.1
Fine Arts	3.7	4.8
General Information	51.6	40.8
History & Travel	2.1	3.2
Language & Literature	3.2	4.6
Music & Performing Arts	2.0	2.7
Philosophy, Rel. & Educ.	7.7	8.8
Rare Books	0.1	.1
Sociology & Economics	8.2	9.1
Technology & Science	11.8	13.2
TOTAL	100.0	100.0

Table 24.--Periodical Requests by Department. Occupations Residents of Detroit

Occupation	Burton Hist (N=14)	Bus. Fin. (N=209)	Fine Arts (N=87)	Gen Info (N=1,196)	Hist Trav (N=50)	Lang Lit. (N=75)	Music/ Perf Arts (N=47)	Philos Rel/Ed (N=177)	Soc Econ (N=191)	Tech Sci (N=269)
Accountants/aud		1.0		1.0					0.5	
Public relations		0.5		0.1						
Artists/art tchr	14.3			0.1						
Authors/editors				0.5	8.0					
Clergymen			1.1	0.8		1.3		1.1	1.6	
Clerical workers		1.9	1.1	3.5	8.0	1.3	12.8	9.0	8.9	0.7
Craftsmen/foremen				0.8	2.0			0.6	0.5	1.9
Designers/draftsmen			11.5					0.6		
Engineers/scientist		1.9		0.2	4.0				0.5	8.9
Homemakers	7.1	1.9	6.9	1.5		5.3	4.3	1.2	0.5	1.1
Laborers				0.1		1.3			0.5	
Lawyers/judges										
Managers/officials		2.9		0.7			2.1		1.0	
Musicians/mus tchr										
Nurses				0.3				0.6		5.9
Operatives				0.9			2.1	0.6		
Other professional		1.4	17.2	1.6		1.3			3.1	1.1
Personnel/labor rel				0.2						
Physicians/dentists										
Teachers	14.3	8.6		4.5	8.0	18.7	6.4	6.8	6.3	1.1
Retired		0.5		0.1						
Sales workers		2.9		0.2	2.0				1.0	0.7
Service workers		0.5		1.4			4.3	2.3	2.6	
Social workers		1.4		1.6				2.8	3.7	
Students	64.3	73.2	62.1	79.3	62.0	70.7	68.1	74.6	68.6	71.0
Technicians		0.5							0.5	0.7
Unemployed				0.5	2.0					
Not reported		1.0		0.5	4.0					6.7
	100.0	100.1	99.9	100.3	100.0	99.9	100.1	100.2	99.8	99.8

Table 25.--Periodical Requests by Department. Occupations
Non-residents

Occupation	Burton Hist (N=20)	Bus. Fin. (N=167)	Fine Arts (N=74)	Gen Info (N=663)	Hist Trav (N=48)	Lang Lit. (N=73)	Music/ Perf Arts (N=40)	Philos Rel/Ed (N=133)	Soc Econ (N=136)	Tech Sci (N=198)
Accountants/aud		7.2							0.7	
Public relations										
Artists/art tchr										
Authors/editors				0.8				0.8		0.5
Clergy				3.8	12.5			0.8		
Clerical workers		3.0	1.4	0.8				2.3	4.4	4.1
Craftsmen/foremen		0.6		0.6	6.3					2.0
Designers/draftsmen	5.0	2.4		0.2					0.7	1.0
Engineers/scientist		18.0	2.7	10.4	2.1	9.6		1.5	3.0	19.7
Homemakers	55.0		2.7	4.5			15.0	6.0	1.5	2.6
Laborers				0.2		4.1				
Lawyers/judges										
Managers/officials	5.0	10.8		0.2			2.5		2.2	4.1
Musicians/mus tchr										
Nurses				0.6						
Operatives				0.5						
Other professional		1.2	5.4	1.0			25.0	0.8	6.7	
Personnel/labor rel		0.6		0.2		1.4				1.5
Physicians/dentists										
Teachers		1.2	21.6	2.3	14.6	17.8		27.1	17.0	8.1
Retired	5.0									0.5
Sales workers		2.4	1.4	0.8						1.5
Service workers				0.2					0.7	
Social workers				2.3						
Students	25.0	50.3	64.9	69.1	64.6	61.6	57.5	58.6	61.8	52.0
Technicians		0.6		0.8				2.3	0.7	1.5
Unemployed						5.5				
Not reported	5.0	1.8		1.1					0.7	1.0
TOTAL	100.0	100.1	100.1	100.4	100.1	100.0	100.0	100.1	100.1	100.1

Table 26.--Periodical Requests by Occupation. Departments Residents of Detroit

Number	Occupation	Burton Hist	Bus. Fin.	Fine Arts	Gen Info	Hist Trav.	Lang Lit.	Music/ Perf Arts	Philos Rel/Ed	Rare Bk	Soc Econ	Tech Sci	Total
15	Accountants/aud		13.3		80.0						6.6		99.9
2	Public relations		50.0		50.0								100.0
3	Artists/art tchr	66.6			33.3								99.9
10	Authors/editors				60.0	40.0							100.0
16	Clergymen			6.3	56.3		6.3		12.6		18.8		100.3
93	Clerical workers		4.3	1.1	45.2	4.3	1.1	6.5	17.2		18.3	2.2	100.2
18	Craftsmen/foremen				55.6	5.6			5.6		5.6	27.8	100.2
11	Designers/draftsmen			91.0					9.1				100.1
33	Engineers/scientist		12.1		6.1	6.1					3.0	72.7	100.0
41	Homemakers	2.4	9.8	14.6	43.9		9.8	4.9	4.9		2.4	7.3	100.0
3	Laborers				33.3		33.3				33.3		99.9
	Lawyers/judges												
17	Managers/officials		35.3		47.1			5.9			11.8		100.1
	Musicians/mus tchr												
20	Nurses				15.0				5.0			80.0	100.0
13	Operatives				84.6			7.7	7.7				100.0
47	Other professional		6.4	31.9	40.4		2.1				12.8	6.4	100.0
2	Personnel/labor rel				100.0								100.0
	Physicians/dentists												
122	Teachers	1.6	14.8		44.3	3.3	11.5	2.5	9.8		9.8	2.5	100.1
2	Retired		50.0		50.0								100.0
13	Sales workers		46.2		15.4	7.7					15.4	15.4	100.1
29	Service workers		3.4		58.6			6.9	13.8		17.2		99.9
34	Social workers		8.8		55.9				14.7		20.6		100.0
1,735	Students	0.5	8.8	3.1	54.7	1.8	3.1	1.8	7.6		7.6	11.0	100.0
4	Technicians		25.0							25.0		50.0	100.0
8	Unemployed				75.0	12.5					12.5		100.0
28	Not reported		7.1		21.4	7.1						64.3	99.9

Table 27.--Periodical Requests by Occupation. Departments
Non-residents

Number	Occupation	Burton Hist	Bus. Fin.	Child	Fine Arts	Gen Info	Hist Trav.	Lang Lit.	Music/ Perf Arts	Philos Rel/Ed	Rare Bk	Soc Econ	Tech Sci	Total
13	Accountants/aud		92.3									7.7		100.0
	Public relations													
	Artists/art tchr													
7	Authors/editors					71.4				14.3			14.3	100.0
32	Clergymen					78.1	18.8			3.1				100.0
28	Clerical workers		17.9		3.6	17.9				10.7		21.4	28.6	100.1
12	Craftsmen/foremen		8.3			33.3	25.0						33.3	99.9
9	Designers/draftsmen	11.1	44.4			11.1						11.1	22.2	99.9
154	Engineers/scientist		19.5		1.3	44.8	0.6	4.5		1.3		2.6	25.3	99.9
64	Homemakers	17.2			3.1	46.9			9.4	12.5		3.1	7.8	100.0
4	Laborers					25.0		75.0						100.0
	Lawyers/judges													
32	Managers/officials	3.1	56.3			3.1			3.1			9.4	25.0	100.0
	Musicians/mus tchr													
4	Nurses					100.0								100.0
3	Operatives					100.0								100.0
34	Other professional		5.9		11.8	23.5			29.4	2.9		26.5		100.0
6	Personnel/labor rel		16.7			16.7		16.7					50.0	100.1
	Physicians/dentists													
123	Teachers		1.6		12.7	11.7	5.5	10.2		28.1		18.0	12.5	100.3
2	Retired	50.0											50.0	100.0
13	Sales workers		30.8		7.7	38.5							23.1	100.1
2	Service workers					50.0						50.0		100.0
15	Social workers					100.0								100.0
961	Students	0.5	8.7	0.1	5.0	47.7	3.2	4.7	2.4	8.1	0.1	8.7	10.7	99.9
13	Technicians		7.7			38.5				23.1		7.7	23.1	100.1
4	Unemployed							100.0						100.0
14	Not reported	7.1	21.4			50.0						7.1	14.3	99.9

Table 28.--Call Slips by Dewey Class
Residents and Non-residents

Dewey Class.	Residents (N=3,178) Percent	Non-residents (N=2,351) Percent
000	2.6	1.9
100	10.4	6.1
200	2.8	3.2
300	26.7	30.6
400	1.0	0.9
500	4.5	3.2
600	7.0	6.3
700	11.1	11.4
800	18.8	18.8
900	15.2	17.7
TOTAL	100.1	100.1

Table 29.--Call Slips by Occupation. Dewey Class Residents of Detroit

Number	Occupation	000's	100's	200's	300's	400's	500's	600's	700's	800's	900's	Total
4	Accountants/aud Public relations				100.0							100.0
14	Artists/art tchr	7.1							14.3		78.6	100.0
24	Authors/editors			20.8	20.8	4.2			29.2		25.0	100.0
3	Clergymen		33.3		33.3						33.3	99.9
147	Clerical workers		10.9	1.4	46.3	1.4		6.1	10.9	16.3	6.8	100.1
21	Craftsmen/foremen		4.8		14.3		19.0	23.8	14.3	19.0	4.8	100.0
34	Designers/draftsmen				58.8			2.9	32.4		5.9	100.0
19	Engineers/scientist		5.3	5.3	21.0		42.1	21.1	5.3			100.1
61	Homemakers	4.9	1.6	4.9	9.8	1.6	9.8	13.1	18.0	8.2	27.9	99.8
6	Laborers				66.7		33.3					100.0
1	Lawyers/judges				100.0							100.0
36	Managers/officials			2.8	58.3		5.6	16.7		11.1	5.6	100.1
3	Musicians/mus tchr				33.3				66.7			100.0
24	Nurses		12.5		33.3			12.5	25.0		16.7	100.0
36	Operatives	13.9	22.2		36.1		2.8	5.6			19.4	100.0
59	Other professional	10.2	18.6	3.4	20.3		6.8	15.3	11.9	11.9	1.7	100.2
6	Personnel/labor rel				66.7						33.3	100.0
1	Physicians/dentists							100.0				100.0
248	Teachers	4.0	9.7	4.0	22.2			6.9	21.4	10.9	21.0	100.1
46	Retired	4.3	8.7	4.3	10.9			10.9	21.7	2.2	37.0	100.3
29	Sales workers		6.9	6.9	37.9			3.4	17.2	20.7	6.9	99.9
37	Service workers		2.7		59.5		5.4	8.1	16.2		8.1	100.0
46	Social workers	6.5	15.2		58.7	2.2	4.3	4.3	4.3		4.3	99.8
2,232	Students	2.2	10.8	2.5	26.2	1.2	4.6	5.4	8.2	24.0	14.9	100.0
18	Technicians		27.8	5.6	11.1		16.7	11.1	16.7	5.6	5.6	100.2
34	Unemployed				11.8		2.9	5.9	58.8	2.9	17.6	100.0
58	Not reported	1.7	6.9	10.3	39.7		8.6	6.9	3.4	13.8	8.6	99.9

Table 30.--Call Slips by Occupation. Dewey Class
Non-residents

Number	Occupation	000's	100's	200's	300's	400's	500's	600's	700's	800's	900's	Total
15	Accountants/aud			6.7	40.0	6.7		6.7			40.0	100.1
1	Public relations										100.0	100.0
3	Artists/art tchr			33.3				33.3			33.3	99.9
10	Authors/editors		10.0		10.0				10.0		70.0	100.0
8	Clergymen		37.5		37.5						25.0	100.0
57	Clerical workers	3.5	12.2	5.2	40.4			7.0		10.5	21.0	99.8
32	Craftsmen/foremen	3.1	3.1	6.2	71.9			6.2			9.3	99.8
17	Designers/draftsmen		5.8		5.8			17.6	11.8		58.8	99.8
72	Engineers/scientist	5.5	2.7		40.3	1.3	13.9	18.1	9.7		8.3	99.8
142	Homemakers	5.6	3.5	4.2	30.3	2.8	2.1	4.2	12.6	4.2	30.3	99.8
8	Laborers				37.5				25.0	37.5		100.0
14	Lawyers/judges				42.8		7.1		28.5		21.4	99.8
42	Managers/officials	2.3			45.2			21.4	9.5	11.9	9.5	99.8
2	Musicians/mus tchr								100.0			100.0
2	Nurses										100.0	100.0
3	Operatives						33.3	33.3			33.3	99.9
45	Other professional		6.6		35.6	2.2	2.2	2.2	17.8	2.2	31.1	99.9
19	Personnel/labor rel		5.2		42.1				31.5	21.0		99.8
6	Physicians/dentists								33.3	50.0	16.6	99.9
202	Teachers	1.5	2.5	2.5	21.2	1.0	3.5	3.5	19.8	37.6	6.9	100.0
17	Retired			17.6	64.7						17.6	99.9
39	Sales workers		5.1		30.8	2.5		17.9	20.5	10.2	12.8	99.8
	Service workers											
6	Social workers				33.3					16.6	50.0	99.9
1,328	Students	2.0	6.3	3.3	24.2	0.8	4.0	8.1	12.0	21.9	17.2	99.8
6	Technicians		50.0	33.3	16.6							99.9
	Unemployed											
35	Not reported		2.8	11.4	22.9			14.2	11.4	31.4	5.7	99.8

Table 31.--Call Slips by Occupation. Dewey Class
Macomb County

Number	Occupation	000's	100's	200's	300's	400's	500's	600's	700's	800's	900's	Total
2	Accountants/aud			50.0	50.0							100.0
	Public relations											
	Artists/art tchr											
1	Authors/editors				100.0							100.0
1	Clergymen				100.0							100.0
14	Clerical workers				14.3			21.4		14.3	50.0	100.0
10	Craftsmen/foremen				90.0						10.0	100.0
1	Designers/draftsmen										100.0	100.0
15	Engineers/scientist				53.3			13.3	20.0		13.3	99.9
22	Homemakers				4.5		4.5	9.1	36.4	13.6	31.8	99.9
	Laborers											
3	Lawyers/judges				33.3						66.7	100.0
3	Managers/officials				33.3				66.7			100.0
	Musicians/mus tchr											
	Nurses											
1	Operatives										100.0	100.0
8	Other professional				87.5						12.5	100.0
3	Personnel/labor rel									100.0		100.0
	Physicians/dentists											
31	Teachers	3.2	6.5		35.5				41.9	12.9		100.0
	Retired											
8	Sales workers				50.0			12.5			37.5	100.0
	Service workers											
	Social workers											
203	Students	2.0	2.5	1.0	21.2	1.0	1.0	12.3	17.2	30.0	11.8	100.0
1	Technicians				100.0							100.0
	Unemployed											
5	Not reported		20.0		20.0			60.0				100.0

Table 32.--Call Slips by Occupation. Dewey Class
Oakland County

Number	Occupation	000's	100's	200's	300's	400's	500's	600's	700's	800's	900's	Total
2	Accountants/aud				100.0							100.0
	Public relations											
2	Artists/art tchr							50.0			50.0	100.0
9	Authors/editors		11.1						11.1		77.8	100.0
2	Clergymen				50.0						50.0	100.0
10	Clerical workers	20.0	10.0	20.0	30.0						20.0	100.0
18	Craftsmen/foremen		5.6	11.1	72.2			11.1				100.0
10	Designers/draftsmen		10.0		10.0			20.0	10.0		50.0	100.0
29	Engineers/scientist				27.6		31.0	20.7	13.8		6.9	100.0
80	Homemakers	1.3	6.3	2.5	42.5		2.5	2.5	8.8	3.8	30.0	100.2
3	Laborers										100.0	100.0
8	Lawyers/judges				50.0				50.0			100.0
15	Managers/officials	6.7			53.3			6.7		33.3		100.0
2	Musicians/mus tchr								100.0			100.0
	Nurses											
	Operatives											
16	Other professional		18.8		18.8		6.3		25.0		31.3	100.2
6	Personnel/labor rel		16.7		83.3							100.0
4	Physicians/dentists								25.0	75.0		100.0
63	Teachers	1.6	1.6		25.4		4.8	11.1	33.3	12.7	9.5	100.0
5	Retired			20.0	60.0						20.0	100.0
20	Sales workers		10.0		35.0	5.0		20.0	15.0	10.0	5.0	100.0
	Service workers											
4	Social workers		25.0		50.0						25.0	100.0
496	Students	2.8	8.7	3.6	23.8	0.4	5.4	7.9	14.7	19.0	13.7	100.0
1	Technicians		100.0									100.0
	Unemployed											
19	Not reported				31.6			5.3		57.9	5.3	100.1

Table 33.--Call Slips by Occupation. Dewey Class
Wayne County

Number	Occupations	000's	100's	200's	300's	400's	500's	600's	700's	800's	900's	Total
11	Accountants/aud				27.3	9.1		9.1			54.5	100.0
1	Public relations										100.0	100.0
1	Artists/art tchr			100.0								100.0
	Authors/editors											
5	Clergymen		60.0		20.0						20.0	100.0
33	Clerical workers		18.2	3.0	54.5			3.0		12.1	9.1	99.9
4	Craftsmen/foremen	25.0			25.0						50.0	100.0
6	Designers/draftsmen							16.7	16.7		66.7	100.1
28	Engineers/scientist	14.3	7.1		46.4	3.6	3.6	17.9			7.1	100.0
40	Homemakers	17.5		10.0	20.0	10.0		5.0	7.5		30.0	100.0
5	Laborers				60.0				40.0			100.0
3	Lawyers/judges				33.3		33.3				33.3	99.9
24	Managers/officials				41.7			33.3	8.3		16.7	100.0
	Musicians/mus tchr											
2	Nurses										100.0	100.0
2	Operatives						50.0	50.0				100.0
21	Other professional				28.6	4.8		4.8	19.0	4.8	38.1	100.1
10	Personnel/labor rel				30.0				60.0	10.0		100.0
2	Physicians/dentists								50.0		50.0	100.0
108	Teachers	0.9	1.9	4.6	14.8	1.9	3.7		5.6	59.3	7.4	100.1
12	Retired			16.7	66.7						16.7	100.1
11	Sales workers				9.1			18.2	45.5	18.2	9.1	100.0
	Service workers											
2	Social workers		100.0									100.0
494	Students	1.0	6.9	2.2	22.9	1.4	4.0	7.9	8.1	25.9	19.6	99.9
4	Technicians		50.0	25.0	25.0							100.0
	Unemployed											
11	Not reported			36.4	9.1			9.1	36.4		9.1	100.1

Table 34.--Call Slips by Occupation
Residents and Non-residents

Occupation	Residents (N=3,296) Percent	Non-residents (N=2,063) Percent
Accountants/aud	0.1	0.7
Public relations		
Artists/art tchr	0.4	0.1
Authors/editors	0.7	0.6
Clergymen	1.0	0.4
Clerical workers	4.5	2.8
Craftsmen/foremen	0.6	1.6
Designers/draftsmen	1.0	0.8
Engineers/scientists	0.6	3.6
Homemakers	1.9	7.0
Laborers	0.2	0.4
Lawyers/judges		0.8
Managers/officials	1.1	2.1
Musicians/mus tchr	0.1	0.1
Nurses	0.7	0.1
Operatives	1.0	0.2
Other professionals	1.9	3.0
Personnel/labor rel	0.2	0.9
Physicians/dentists		0.3
Teachers	7.6	10.7
Retired	1.4	1.0
Sales workers	0.9	1.9
Service workers	1.1	
Social workers	1.4	0.3
Students	69.0	57.4
Technicians	0.5	0.3
Unemployed		
Not reported	1.8	2.7
TOTAL	99.7	99.8

Table 35.--Call Slips by Occupation. Departments.
Residents of Detroit

Number	Occupation	Burton Hist	Bus. Fin.	Fine Arts	Gen Info	Hist Trav.	Lang Lit.	Music/ Perf Arts	Philos Rel/Ed	Rare Bk	Soc Econ	Tech Sci	Total
4	Accountants/aud										100.0		100.0
	Public relations												
14	Artists/art tchr	35.7		14.3	7.1	42.9							100.0
24	Authors/editors	12.5		25.0		20.8	12.5	4.2	20.8		4.2		100.0
3	Clergymen					33.3			66.7				100.0
147	Clerical workers	0.7	3.4	8.2	4.1	2.0	17.7	5.4	24.5		29.9	4.1	100.0
21	Craftsmen/foremen		4.8		4.8		19.0	14.3	4.8		14.3	38.1	100.1
34	Designers/draftsmen	5.9		32.4							61.8		100.1
19	Engineers/scientist		15.8					5.3	10.5		21.1	47.4	100.1
63	Homemakers	9.5		11.1	22.2	7.9	7.9	6.3	7.9	9.5	1.6	15.9	99.8
6	Laborers								16.7		50.0	33.3	100.0
1	Lawyers/judges										100.0		100.0
36	Managers/officials	2.8	5.6			5.6	11.1		16.7		41.7	16.7	100.2
3	Musicians/mus tchr		33.3					66.7					100.0
24	Nurses	12.5			4.2			25.0	20.8		20.8	16.7	100.0
34	Operatives	5.9			20.6	8.8			47.1		8.8	8.8	100.0
62	Other professional		14.5	12.9	11.3		11.3	1.6	24.2		14.5	9.7	100.0
6	Personnel/labor rel	16.7				16.7					66.7		100.1
1	Physicians/dentists											100.0	100.0
249	Teachers	10.8	2.8	14.1	3.6	10.0	12.0	7.6	19.3	2.4	11.6	5.6	99.8
46	Retired	41.3		2.2	4.3	8.7	2.2	19.6	8.7		4.3	8.7	100.0
29	Sales workers	3.4	3.4	13.8	3.4	3.4	20.7	3.4	13.8		34.5		99.8
37	Service workers	13.5		2.7		2.7		5.4	2.7		59.5	13.5	100.0
46	Social workers	8.7	2.2		8.7		2.2	4.3	30.4		39.1	4.3	99.9
2,275	Students	4.0	0.7	4.0	4.1	9.4	27.9	3.6	16.2	0.2	21.3	8.6	100.0
18	Technicians		5.6	16.7		5.6	5.6		33.3		11.1	22.2	100.1
34	Unemployed				64.7	11.8	2.9		5.9		5.9	8.8	100.0
60	Not reported	3.3		5.0	1.7	5.0	13.3	1.7	25.0		30.0	15.0	100.0

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Table 36.--Call Slips by Occupation. Departments
Non-residents

Number	Occupation	Browsing Lib	Burton Hist	Bus. Fin.	Fine Arts	Gen Info	Hist Trav	Lang Lit.	Music/ Perf Arts	Philos Rel/Ed	Rare Bk	Soc Econ	Tech Sci	Total
15	Accountants/aud		13.3				40.0	6.7		13.4		20.0	6.7	100.1
1	Public relations					100.0								100.0
3	Artists/art tchr		33.3				33.3						33.3	99.9
13	Authors/editors					30.8	46.2		7.7	7.7		7.7		100.1
8	Clergymen	37.5	12.5	12.5			12.5			12.5		12.5		100.0
57	Clerical workers		15.8	1.8			5.3	10.5		26.3		35.1	5.3	100.1
32	Craftsmen/foremen		6.3	3.1		6.3				9.4		68.8	6.3	100.2
16	Designers/draftsmen		56.3		12.5		6.3			6.3			18.8	100.2
74	Engineers/scientist		5.4	4.1	6.8	2.7	1.4	6.8	2.7	13.5	2.7	24.3	29.7	100.2
145	Homemakers		41.4	2.1	6.9	8.3	3.4	7.6	6.9	6.9		11.7	4.8	100.0
8	Laborers		37.5		37.5		25.0							100.0
16	Lawyers/judges				6.3	25.0	12.5			6.3		43.8	6.3	100.2
44	Managers/officials		27.3	13.7			9.1	13.7	6.8			11.4	18.2	100.3
2	Musicians/mus tchr								100.0					100.0
2	Nurses		100.0											100.0
5	Operatives		20.0							40.0			40.0	100.0
62	Other professional		35.5	4.8	6.5		6.5	3.2	6.5	12.9		22.6	1.6	100.0
19	Personnel/labor rel							21.1	31.6	5.3		42.1		100.1
6	Physicians/dentists				33.3		16.7	50.0						100.0
220	Teachers		5.0	0.5	6.3	3.6	6.4	34.7	13.6	10.4		14.4	5.4	100.2
21	Retired		23.8			4.8	4.8		4.8	23.8		28.6	9.5	100.1
39	Sales workers		7.7		15.4	7.7	2.6	12.8		10.3		25.6	17.9	100.0
	Service workers													
7	Social workers		14.3			14.3			28.6	14.3		28.6		100.1
1,185	Students	0.1	8.5	2.1	6.9	4.1	13.0	14.4	5.9	13.2	0.3	21.6	9.8	99.9
7	Technicians		14.3							71.4		14.3		100.0
	Unemployed													
56	Not reported		44.6	1.8			1.8	19.6	3.6	10.7		10.7	7.1	99.9

Table 37.--Call Slips by Department. Occupations Residents of Detroit

Occupation	Browsing Lib (N=1)	Burton Hist (N=173)	Bus. Fin. (N=47)	Fine Arts (N=185)	Gen Info (N=169)	Hist Trav (N=278)	Lang Lit. (N=731)	Music/ Perf Arts (N=142)	Philos Rel/Ed (N=556)	Rare Bk (N=17)	Soc Econ (N=705)	Tech Sci (N=296)
Accountants/aud											0.6	
Public relations												
Artists/art tchr		2.9		1.1	0.6	2.2						
Authors/editors		1.7		3.2		1.8	0.4	0.7	0.9		0.1	
Clergymen						0.4			0.4			
Clerical workers		0.6	10.6	6.5	3.6	1.1	3.6	5.6	6.5		6.2	2.0
Craftsmen/foremen			2.1		0.6		0.5	2.1	0.2		0.4	2.7
Designers/draftsmen		1.2		5.9							3.0	
Engineers/scientist			6.4					0.7	0.4		0.6	3.4
Homemakers		3.5		3.8	8.3	1.8	0.7	2.8	0.9	35.3	0.1	0.7
Laborers									0.2		0.4	
Lawyers/judges											0.1	2.0
Managers/officials		0.6	4.3			0.7	0.5		1.1		2.1	
Musicians/mus tchr			2.1					1.4				1.4
Nurses		1.7			0.6			4.2	0.9		0.7	1.0
Operatives		1.2			4.1	1.1			2.9		0.4	2.0
Other professional			19.1	4.3	4.1		1.0	0.7	2.7		1.3	
Personnel/labor rel		0.6				0.4					0.6	
Physicians/dentists												0.3
Teachers		15.6	14.9	18.9	5.3	9.0	4.1	13.4	8.6	35.3	4.1	4.7
Retired		11.0		0.5	1.2	1.4	0.1	6.3	0.7		0.3	1.4
Sales workers		0.6	2.1	2.2	0.6	0.4	0.8	0.7	0.7		1.4	
Service workers		2.9		0.5		0.4		1.4	0.2		3.1	1.7
Social workers		2.3	2.1		2.4		0.1	1.4	2.5		2.3	0.7
Students	100.0	52.6	34.0	49.7	55.0	76.6	86.7	57.7	66.2	29.4	68.7	66.2
Technicians			2.1	1.6		0.4	0.1		1.1		0.3	1.4
Unemployed					13.0	1.4	0.1		0.4		0.3	1.0
Not reported		1.2		1.6	0.6	1.1	1.1	0.7	2.7		2.3	3.4
TOTAL	100.0	100.2	99.8	99.8	100.0	100.2	99.8	99.8	100.2	100.0	99.4	99.4

Table 38.--Call Slips by Department. Occupations

Non-residents

Occupation	Browsing Lib (N=4)	Burton Hist (N=275)	Bus. Fin. (N=45)	Child (N=2)	Fine Arts (N=129)	Gen Info (N=86)	Hist Trav (N=208)	Lang Lit. (N=302)	Music/ Perf Arts (N=133)	Philos Rel/Ed (N=255)	Rare Bk (N=5)	Soc Econ (N=429)	Tech Sci (N=192)
Accountants/aud		0.7					2.9	0.3		0.8		0.7	0.5
Public relations						1.2							
Artists/art tchr		0.4					0.5						0.5
Authors/editors						4.7	2.9		0.7	0.4		0.2	
Clergymen	50.0	0.4	2.2				0.5			0.4		0.2	
Clerical workers		3.3	2.2				1.4	2.0		5.9		4.7	1.6
Craftsmen/foremen		0.7	2.2			2.3				1.2		5.1	1.0
Designers/draftsmen		3.3			1.6		0.5			0.4			1.6
Engineers/scientist		1.5	6.6		3.8	2.3	0.5	1.7	1.5	3.9	40.0	4.2	11.5
Homemakers		21.8	6.6		7.8	14.0	2.4	3.6	7.5	3.9		4.0	3.6
Laborers		1.0			2.3		1.0						
Lawyers/judges					0.8	4.7	1.0			0.4		1.6	0.5
Managers/officials		4.4	13.3				1.9	2.0	2.3			1.2	4.2
Musicians/mus tchr									1.5				
Nurses		0.7											
Operatives		0.4								0.8			1.0
Other professional		8.0	6.6		3.1		1.9	0.7	3.0	3.1		3.3	0.5
Personnel/labor rel								1.3	4.5	0.4		1.6	
Physicians/dentists					1.6		0.5	1.0					
Teachers		4.0	2.2		10.8	9.3	6.7	25.5	22.6	9.0		7.5	6.3
Retired		1.8				1.2	0.5		0.7	2.0		1.4	1.0
Sales workers		1.0			4.7	3.5	0.5	1.7		1.6		2.3	3.6
Service workers													
Social workers		0.4				1.2			1.5	0.4		0.5	
Students	50.0	36.7	55.5	100.0	63.6	55.8	74.0	56.7	52.6	61.2	60.0	59.7	60.2
Technicians			0.4							2.0		0.2	
Unemployed													
Not reported		9.1	2.2				0.5	3.6	1.5	2.4		1.4	2.1
TOTAL	100.0	100.0	99.6	100.0	100.1	100.2	100.1	100.1	99.9	100.2	100.0	99.8	99.7

Table 39.--In-person Reference Questions. Dewey Class. Residents, Non-residents & County

Dewey	Macomb County (N=79)	Oakland County (N=213)	Wayne County (N=200)	Detroit (N=877)	Non-resident (N=535)
000	13.8	4.2	8.5	10.0	7.5
100	1.3	0.9	1.0	1.9	0.9
200	1.3	4.7	1.5	3.6	2.6
300	24.1	20.7	13.0	21.0	17.9
400	1.3	0.9	2.0	1.8	1.5
500	6.3	8.0	1.5	5.4	4.9
600	13.8	18.3	26.5	13.0	21.3
700	12.7	15.0	14.5	15.7	14.2
800	5.1	4.7	5.5	7.8	4.9
900	16.5	18.3	25.5	17.6	21.9
Fiction Juvenile	3.8	4.2	0.5	2.2	2.4
TOTAL	99.8	99.9	100.0	100.0	100.0

Table 40.--In-Person Reference Questions. Departments Residents and Non-residents

Department	Residents (N=909) Percent	Non-residents (N=583) Percent
Browsing	5.1	2.2
Burton Historical	1.9	6.3
Business & Finance	4.1	4.1
Children's	11.2	8.1
Educational Film	5.7	7.7
Fine Arts	6.3	10.3
General Information	7.9	6.2
History & Travel	6.7	9.9
Language & Literature	5.4	4.8
Music & Performing Arts	11.8	7.4
Philosophy, Rel. & Educ.	7.7	5.3
Rare Books	0.7	0.3
Schools	3.0	3.6
Sociology & Economics	12.0	8.9
Technology & Science	10.7	14.8
TOTAL	100.2	99.9

Table 41.--In-person Reference Questions by Occupations. Departments Residents of Detroit

Number	Occupation	Browsing Lib	Burton Hist	Bus. Fin.	Child	Ed Film	Fine Arts	Gen Info	Hist Trav.
4	Accountants/aud							25.0	
	Public relations								
6	Artists/art tchr						33.3		16.7
9	Authors/editors				22.2		22.2	11.1	22.2
1	Clergymen						100.0		
47	Clerical workers		2.1	6.4	10.6	8.5	2.1	6.4	6.4
12	Craftsmen/foremen	16.7							8.3
2	Designers/draftsmen						50.0		
14	Engineers/scientist				7.1		7.1		
37	Homemakers	10.8	8.1	2.7	16.2	5.4		18.9	5.4
5	Laborers	40.0						20.0	
2	Lawyers/judges								
5	Managers/officials			20.0	20.0				
1	Musicians/mus tchr								
6	Nurses	16.7			16.7				
9	Operatives	11.1					11.1	22.2	11.1
20	Other professional		10.0	5.0	20.0	5.0	5.0		5.0
	Personnel/labor rel								
3	Physicians/dentists								
82	Teachers	1.2	1.2	2.4	13.4	29.3	4.9	4.9	2.4
11	Retired		9.1					27.3	27.3
25	Sales workers		4.0	20.0		8.0	4.0	16.3	4.0
23	Service workers					25.0	4.2	8.3	8.3
11	Social workers	9.1			9.1	9.1	18.2	18.2	18.2
524	Students	5.7	1.1	4.0	13.0	2.3	6.9	7.3	6.9
3	Technicians							33.3	
5	Unemployed	20.0		20.0					
39	Not reported	7.7	5.1	5.1	5.1		7.7	7.7	10.3

(Continued)

Table 41.--In-person Reference Questions by Occupations. Departments (Continued)
Residents of Detroit

Number	Occupation	Lang Lit.	Music/ Perf Arts	Philos Rel/Ed	Rare Bk	Schools	Soc Econ	Tech Sci	Total
4	Accountants/aud		25.0	25.0			25.0		100.0
	Public relations								
6	Artists/art tchr		33.3					16.7	100.0
9	Authors/editors						22.2		99.9
1	Clergymen								100.0
47	Clerical workers		21.3	8.5		4.3	8.5	14.9	100.0
12	Craftsmen/foremen		16.7	25.0			16.7	16.7	100.1
2	Designers/draftsmen		50.0						100.0
14	Engineers/scientist	7.1	14.3	7.1			14.3	42.9	99.9
37	Homemakers	8.1	5.4	5.4	5.4		2.7	5.4	99.9
5	Laborers	20.0					20.0		100.0
2	Lawyers/judges						50.0	50.0	100.0
5	Managers/officials		20.0				40.0		100.0
1	Musicians/mus tchr		100.0						100.0
6	Nurses		16.7				16.7	33.3	100.1
9	Operatives		33.3				11.1		99.9
20	Other professional		20.0	5.0		10.0	5.0	10.0	100.0
	Personnel/labor rel								
3	Physicians/dentists		33.3	33.3				33.3	99.9
82	Teachers	2.4	7.3	8.5		4.9	11.0	6.1	99.9
11	Retired			9.1		9.1	9.1	9.1	100.0
25	Sales workers		16.0	8.0			20.0		100.0
23	Service workers		12.5	16.7	8.3		12.5	4.2	100.0
11	Social workers						18.2		100.1
524	Students	7.3	11.8	7.6		3.1	11.6	11.5	100.1
3	Technicians		33.3					33.3	99.9
5	Unemployed			40.0			20.0		100.0
39	Not reported	10.3		2.6	5.1	5.1	15.4	12.8	100.0

Table 42.--In-person Reference Questions by Occupations. Departments Non-resident

Number	Occupation	Browsing Lib	Burton Hist	Bus. Fin.	Child	Ed Film	Fine Arts	Gen Info	Hist Trav.
2	Accountants/aud			50.0					
1	Public relations			100.0					
4	Artists/art tchr		25.0				25.0		
3	Authors/editors								66.7
7	Clergymen		14.3			42.9		14.3	14.3
21	Clerical workers	4.8	14.3	14.3	9.5			4.8	4.8
9	Craftsmen/foremen			11.1		11.1		11.1	22.2
5	Designers/draftsmen						20.0		
28	Engineers/scientist			7.1			3.6	7.1	3.6
36	Homemakers	8.3	13.9	5.6	8.3		5.6	2.8	11.1
1	Laborers						100.0		
3	Lawyers/judges		66.7						33.3
10	Managers/officials			20.0		10.0	10.0		20.0
3	Musicians/mus tchr								
1	Nurses							100.0	
2	Operatives								
20	Other professional		5.0	20.0		15.0	5.0	10.0	25.0
1	Personnel/labor rel								
3	Physicians/dentists						33.3		
71	Teachers	1.4	9.9	2.8	4.2	25.4	8.5	4.2	1.4
3	Retired		33.3						
21	Sales workers		14.3	19.0			9.5	4.8	4.8
4	Service workers	25.0							
8	Social workers					12.5			50.0
286	Students	1.0	3.1	4.2	7.3	7.0	11.5	8.0	10.5
3	Technicians		33.3						
	Unemployed								
17	Not reported	17.6	11.8			5.9		11.8	11.8

(Continued)

Table 42.--In-person Reference Questions by Occupations. Departments (Continued)
Non-resident

Number	Occupation	Lang Lit.	Music/ Perf Arts	Philos Rel/Ed	Rare Bk	Schools	Soc Econ	Tech Sci	Total
2	Accountants/aud			50.0					100.0
1	Public relations								100.0
4	Artists/art tchr							50.0	100.0
3	Authors/editors							33.3	100.0
7	Clergymen						14.3		100.1
21	Clerical workers	9.5	9.5	9.5			14.3	4.8	100.1
9	Craftsmen/foremen		11.1					33.3	99.9
5	Designers/draftsmen		60.0					20.0	100.0
28	Engineers/scientist	7.1	10.7	3.6			7.1	50.0	99.9
36	Homemakers	5.6	2.8	8.3			13.9	13.9	100.1
1	Laborers								100.0
3	Lawyers/judges								100.0
10	Managers/officials		20.0					20.0	100.0
3	Musicians/mus tchr		66.7					33.3	100.0
1	Nurses								100.0
2	Operatives						50.0	50.0	100.0
20	Other professional	5.0		5.0			5.0	5.0	100.0
1	Personnel/labor rel						100.0		100.0
3	Physicians/dentists	33.3						33.3	99.9
71	Teachers	4.2	9.9	4.2		11.3	4.2	8.5	100.1
3	Retired		33.3					33.3	99.9
21	Sales workers		4.8		9.5		9.5	23.8	100.0
4	Service workers		75.0						100.0
8	Social workers	12.5		25.0					100.0
236	Students	5.6	5.6	6.3		4.5	11.5	13.6	99.7
3	Technicians	33.3	33.3						99.9
	Unemployed								
17	Not reported		17.6				11.8	11.8	100.1

Table 43.--In-person Reference Questions by Departments. Occupations Residents of Detroit

Occupation	Browsing Lib (N=46)	Burton Hist (N=17)	Bus. Fin. (N=37)	Child (N=102)	Ed Film (N=52)	Fine Arts (N=57)	Gen Info (N=72)	Hist Trav. (N=61)
Accountants/aud							1.4	
Public relations								
Artists/art tchr						3.5		1.7
Authors/editors				2.0		3.5	1.4	3.3
Clergymen						1.8		
Clerical workers		5.9	8.1	4.9	7.7	1.8	4.2	5.0
Craftsmen/foremen	4.3							1.7
Designers/draftsmen						1.8		
Engineers/scientist				1.0		1.8		
Homemakers	8.7	17.6	2.7	5.9	3.8		9.7	3.3
Laborers	4.3						1.4	
Lawyers/judges								
Managers/officials			2.7	1.0				
Musicians/mus tchr								
Nurses	2.2			1.0				
Operatives	2.2					1.8	2.8	1.7
Other professional		11.8	2.7	3.9	1.9	1.8		1.7
Personnel/labor rel								
Physicians/dentists								
Teachers	2.2	5.9	5.4	10.8	46.2	7.0	5.6	3.3
Retired		5.9					4.2	5.0
Sales workers		5.9	13.5		3.8	1.8	5.6	1.7
Service workers					11.5	1.8	2.8	3.3
Social workers	2.2			1.0	1.9	3.5	2.8	3.3
Students	65.2	35.3	56.8	66.7	23.1	63.2	52.8	59.0
Technicians							1.4	
Unemployed	2.2		2.7					
Not reported	6.5	11.8	5.4	2.0		5.3	4.2	6.7
TOTAL	100.0	100.1	100.0	100.2	99.9	100.4	100.3	100.1

(Continued)

Table 43.--In-person Reference Questions by Departments. Occupations (Continued) Residents of Detroit

Occupation	Lang Lit. (N=49)	Music/ Perf Arts (N=107)	Philos Rel/Ed (N=70)	Rare Bk (N=6)	Schools (N=27)	Soc Econ (N=107)	Tech Sci (N=97)
Accountants/aud		0.9	1.4			0.9	
Public relations							
Artists/art tchr		1.9					1.0
Authors/editors						1.9	
Clergymen							
Clerical workers		9.3	5.7		7.4	3.7	7.2
Craftsmen/foremen		1.9	4.3			1.9	2.1
Designers/draftsmen		0.9					
Engineers/scientist	2.0	1.9	1.4			1.9	6.2
Homemakers	6.1	1.9	2.9	33.3		0.9	2.1
Laborers	2.0					0.9	
Lawyers/judges						0.9	1.0
Managers/officials		0.9				1.9	
Musicians/mus tchr		0.9					
Nurses		0.9				0.9	2.1
Operatives		2.8				0.9	
Other professional		3.7	1.4		7.4	0.9	2.1
Personnel/labor rel							
Physicians/dentists		0.9	1.4				1.0
Teachers	4.1	5.6	10.0		14.8	8.4	5.2
Retired			1.4		3.7	0.9	1.0
Sales workers		3.7	2.9			4.7	
Service workers		2.8	5.7	33.3		2.8	1.0
Social workers						1.9	
Students	77.6	57.9	57.0		59.3	57.0	61.9
Technicians		0.9					1.0
Unemployed			2.9			0.9	
Not reported	6.1		1.4	33.3	7.4	5.6	5.2
TOTAL	100.0	99.7	99.8	99.9	100.0	99.8	100.1

Table 44.--In-person Reference Questions by Departments. Occupations Non-residents

Occupation	Browsing Lib (N=12)	Burton Hist (N=36)	Bus. Fin. (N=34)	Child (N=29)	Ed Film (N=48)	Fine Arts (N=50)	Gen Info (N=38)	Hist Trav. (N=57)
Accountants/aud			2.9					
Public relations			2.9					
Artists/art tchr		2.8				2.0		
Authors/editors								3.5
Clergymen		2.8			6.3		2.6	1.8
Clerical workers	8.3	8.3	8.8	6.9			2.6	1.8
Craftsmen/foremen			2.9		2.1		2.6	3.5
Designers/draftsmen						2.0		
Engineers/scientist			5.9			2.0	5.3	1.8
Homemakers	25.0	13.9	5.9	10.3		4.0	2.6	7.0
Laborers						2.0		
Lawyers/judges		5.6						1.8
Managers/officials			5.9		2.1	2.0		3.5
Musicians/mus tchr								
Nurses							2.6	
Operatives								
Other professional		2.8	11.8		6.3	2.0	5.3	8.8
Personnel/labor rel								
Physicians/dentists						2.0		
Teachers	8.3	19.4	5.9	10.3	37.5	12.0	7.9	1.8
Retired		2.8						
Sales workers		8.3	11.8			4.0	2.6	1.8
Service workers	8.3							
Social workers					2.1			7.0
Students	25.0	25.0	35.3	72.4	41.7	66.0	60.5	52.6
Technicians		2.8						
Unemployed								
Not reported	25.0	5.6			2.1		5.3	3.5
TOTAL	99.9	100.1	100.0	99.9	100.2	100.0	99.9	100.2

(Continued)

Table 44.--In-Person Reference Questions by Departments. Occupations (Continued)
Non-residents

Occupation	Lang Lit (N=29)	Music/ Perf Arts (N=46)	Philos Rel/Ed (N=31)	Rare Bk (N=2)	Schools (N=21)	Soc Econ (N=54)	Tech Sci (N=86)
Accountants/aud							
Public relations							
Artists/art tchr							2.3
Authors/editors							1.2
Clergymen						1.9	
Clerical workers	6.9	4.3	6.7			5.6	1.2
Craftsmen/foremen		2.2					3.5
Designers/draftsmen		6.5					1.2
Engineers/scientist	6.9	6.5	3.3			3.7	16.3
Homemakers	6.9	2.2	10.0			9.3	5.8
Laborers							
Lawyers/judges							
Managers/officials		4.3					2.3
Musicians/mus tchr		4.3					1.2
Nurses							
Operatives						1.9	1.2
Other professional	3.4		3.3			1.9	1.2
Personnel/labor rel						1.9	
Physicians/dentists	3.4						1.2
Teachers	10.3	15.2	10.0		38.1	5.6	7.0
Retired		2.2					1.2
Sales workers		2.2		100.0		3.7	5.8
Service workers		6.5					
Social workers	3.4		6.7				
Students	55.2	34.8	60.0		61.9	61.1	45.3
Technicians	3.4	2.2					
Unemployed							
Not reported		6.5				3.7	2.3
TOTAL	99.8	99.9	100.0	100.0	100.0	100.3	100.2

Table 45.--Telephone Reference Questions by Department Residents and Non-residents

Department	Residents (N=3,726) Percent	Non-residents (N=1,429) Percent
Browsing	0.5	0.2
Burton Historical	1.3	1.9
Business/Finance	24.2	18.5
Children's	2.1	1.8
Educational Film	10.1	14.5
Fine Arts	2.0	2.5
General Information	14.4	13.6
History/Travel	4.3	4.0
Language/Literature	10.6	9.0
Music/Performing Arts	4.3	5.6
Philosophy/Religion/Education	5.2	5.8
Rare Books	0.6	1.0
Schools	1.0	0.4
Sociology/Economics	10.1	9.2
Technology/Science	9.6	11.9
TOTAL	100.3	99.9

Table 46.--Occupational Distribution of Visitors to Main Library

Occupation	Number	Percent
Accountants/aud	181	0.7
Public relations	26	0.1
Artists/art tchr	79	0.3
Authors/editors	85	0.3
Clergymen	95	0.4
Clerical workers	1,101	4.3
Craftsmen/foremen	374	1.5
Designers/draftsmen	157	0.6
Engineers/scientist	707	2.8
Homemakers	841	3.3
Laborers	92	0.4
Lawyers/judges	86	0.3
Managers/officials	349	1.4
Musicians/mus tchr	52	0.2
Nurses	112	0.4
Operatives	278	1.1
Other professional	628	2.4
Personnel/labor rel	63	0.2
Physicians/dentists	66	0.3
Teachers	1,657	6.4
Retired	327	1.3
Sales workers	444	1.7
Service workers	205	0.8
Social workers	240	0.9
Students	16,489	64.2
Technicians	152	0.6
Unemployed	99	0.4
Not reported	715	2.8
TOTAL	25,700	99.8

Table 47.--Occupational Distribution of Visitors to Main Library Residents and Non-residents

Occupation	Resident Number	Resident Percent	Non-resident Number	Non-resident Percent
Accountants/aud	91	0.6	90	0.9
Public relations	14	0.1	12	0.1
Artists/art tchr	42	0.3	37	0.4
Authors/editors	54	0.3	31	0.3
Clergymen	51	0.3	44	0.4
Clerical workers	799	5.0	302	3.1
Craftsmen/foremen	220	1.4	154	1.6
Designers/draftsmen	70	0.4	87	0.9
Engineers/scientist	332	2.1	375	3.8
Homemakers	420	2.6	421	4.3
Laborers	68	0.4	24	0.2
Lawyers/judges	40	0.3	46	0.5
Managers/officials	183	1.1	166	1.7
Musicians/mus tchr	34	0.2	18	0.2
Nurses	80	0.5	32	0.3
Operatives	200	1.3	78	0.8
Other professional	357	2.2	271	2.8
Personnel/labor rel	28	0.2	35	0.4
Physicians/dentists	38	0.2	28	0.3
Teachers	1,012	6.4	645	6.6
Retired	239	1.5	88	0.9
Sales workers	208	1.3	236	2.4
Service workers	171	1.1	34	0.4
Social workers	171	1.1	69	0.7
Students	10,351	65.0	6,138	62.7
Technicians	102	0.6	50	0.5
Unemployed	85	0.5	14	0.1
Not reported	454	2.9	261	2.7
TOTAL	15,914	99.9	9,786	100.0

Table 48.--Occupational Distribution of Visitors to Main Library by County

Occupation	Macomb (N=1,784)	Oakland (N=3,669)	Wayne (N=3,760)	Resident (N=15,914)
Accountants/aud	1.5	0.9	0.8	0.6
Public relations	0.1	0.1	0.2	0.1
Artists/art tchr	0.3	0.4	0.3	0.3
Authors/editors	0.3	0.3	0.3	0.3
Clergymen	0.4	0.4	0.5	0.3
Clerical workers	3.8	2.6	3.4	5.0
Craftsmen/foremen	2.0	1.3	1.5	1.4
Designers/draftsmen	1.3	1.0	0.7	0.4
Engineers/scientist	3.3	4.0	3.5	2.1
Homemakers	2.5	6.0	3.7	2.6
Laborers	0.2	0.2	0.2	0.4
Lawyers/judges		0.4	0.5	0.3
Managers/officials	1.6	1.8	1.6	1.1
Musicians/mus tchr	0.2	0.2	0.1	0.2
Nurses	0.1	0.3	0.4	0.5
Operatives	1.2	0.5	0.8	1.3
Other professional	2.5	2.6	2.5	2.2
Personnel/labor rel	0.2	0.4	0.4	0.2
Physicians/dentists		0.3	0.4	0.2
Teachers	7.2	7.0	5.7	6.4
Retired	0.6	0.7	1.1	1.5
Sales workers	2.2	3.1	2.0	1.3
Service workers	0.4	0.3	0.4	1.1
Social workers	0.4	0.6	0.8	1.1
Students	65.1	61.5	64.6	65.0
Technicians	0.4	0.2	0.7	0.6
Unemployed		0.2	0.1	0.5
Not reported	2.2	2.6	2.7	2.9
TOTAL	100.0	99.9	99.9	99.9

Table 48A.--Occupational Distribution of Visitors and Registrants from Warren[1]

	Registration		Use	
Occupation	Number	Percent	Number	Percent
Accountants/aud	28	1.4	2	0.3
Public relations	3	0.1		
Artists/art tchr	4	0.2		
Authors/editors	9	0.4	3	0.5
Clergymen	5	0.2	3	0.5
Clerical workers	89	4.4	23	3.8
Craftsmen/foremen	57	2.8	11	1.8
Designers/draftsmen	19	0.9	14	2.3
Engineers/scientist	94	4.6	27	4.4
Homemakers	101	5.0	15	2.5
Laborers	7	0.3		
Lawyers/judges	4	0.2		
Managers/officials	39	1.9	9	1.5
Musicians/mus tchr	4	0.2	2	0.3
Nurses	6	0.3		
Operatives	32	1.6	9	1.5
Other professional	64	3.2	16	2.6
Personnel/labor rel	6	0.3	3	0.5
Physicians/dentists	2	0.1		
Teachers	180	8.9	45	7.4
Retired	6	0.3	6	1.0
Sales workers	30	1.5	9	1.5
Service workers	16	0.8	3	0.5
Social workers	3	0.1	3	0.5
Students	1,163	57.5	390	64.3
Technicians	16	0.8	5	0.8
Unemployed	2	0.1		
Not reported	35	1.7	9	1.5
TOTAL	2,024	99.8	607	100.0

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[1] An example from a specific geographic location.

Table 49.--Summary. Occupational Distribution of Visitors to Main Library by County

Occupation	Macomb Number	Macomb Percent	Oakland Number	Oakland Percent	Wayne Number	Wayne Percent	Residents Number	Residents Percent
Students	1,161	65.1	2,258	61.5	2,429	64.6	10,351	65.0
Professionals	324	18.2	698	19.0	673	17.9	2,516	15.8
Other employed	205	11.5	360	9.8	372	9.9	1,849	11.6
Homemakers	45	2.5	220	6.0	140	3.7	420	2.6
Retired	10	0.6	27	0.7	40	1.1	239	1.5
Unemployed			9	0.2	4	0.1	85	0.5
Not reported	39	2.2	97	2.6	102	2.7	454	2.9
TOTAL	1,784	100.0	3,669	99.8	3,760	100.0	15,914	99.9

Table 50.--Distribution of Professional Occupations only by County

Occupation	Macomb Number	Macomb Percent	Oakland Number	Oakland Percent	Wayne Number	Wayne Percent	Residents Number	Residents Percent
Accountants/aud	27	8.3	33	4.7	30	4.5	91	3.6
Artists/art tchr	5	1.5	16	2.3	13	1.9	42	1.7
Authors editors	6	1.9	11	1.6	12	1.8	54	2.1
Clergymen	7	2.2	14	2.0	19	2.8	51	2.0
Designers/draftsmen	24	7.4	35	5.0	25	3.7	70	2.8
Engineers/scientist	59	18.2	147	21.1	130	19.3	332	13.2
Lawyers/judges			16	2.3	18	2.7	40	1.6
Musicians/mus tchr	3	0.9	6	0.9	5	0.7	34	1.4
Nurses	2	0.6	10	1.4	15	2.2	80	3.2
Other professional	44	13.6	97	13.9	94	14.0	357	14.2
Personnel/labor rel	3	0.9	15	2.1	16	2.4	28	1.1
Physicians/dentists			11	1.6	16	2.4	38	1.5
Public relations	1	0.3	2	0.3	9	1.3	14	0.6
Teachers	128	39.5	257	36.8	213	31.6	1,012	40.2
Social workers	7	2.2	21	3.0	31	4.6	171	6.8
Technicians	8	2.5	7	1.0	27	4.0	102	4.1
TOTAL	324	100.0	698	100.0	673	99.9	2,516	100.1

Table 51.--Distribution of Employed Adults only by County

Occupation	Macomb		Oakland		Wayne		Residents	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Clerical workers	67	12.7	94	8.9	129	12.3	799	18.3
Craftsmen/foremen	36	6.8	48	4.5	56	5.4	220	5.0
Laborers	4	0.8	9	0.9	9	0.9	68	1.6
Managers/officials	29	5.5	66	6.2	59	5.6	183	4.2
Operatives	22	4.2	20	1.9	31	3.0	200	4.6
Professionals	324	61.2	698	66.0	673	64.4	2,516	57.6
Sales workers	39	7.4	112	10.6	74	7.1	203	4.8
Service workers	8	1.5	11	1.0	14	1.3	171	3.9
TOTAL	529	100.1	1,058	100.0	1,045	100.0	4,365	100.0

Table 52.--Responses to Survey Cards
Residents and Non-residents

Query	Residents	Non-residents	Combined Total
Reason for visit	(N=17,411)	(N=10,539)	(N=27,950)
School	59.9	60.9	60.2
Job or business	8.0	8.2	8.1
Personal reading	22.2	18.3	20.7
Other	10.0	12.6	11.0
Materials	(N=11,115)	(N=9,250)	(N=26,017)
Used library materials	71.6	66.4	70.2
Used own materials	17.5	21.7	18.7
Neither	10.8	11.9	11.1
Copying machine use	12.9	11.8	11.1
Asked for help	42.1	40.6	41.6
Trip solely to visit library[1]		44.5	
Of those who came just to library[1]			(N=15,516)
Drove			50.0
Rode with someone			16.9
Other means			33.1
Checked with local library first[1]		18.8	
Satisfaction	(N=13,830)	(N=8,369)	(N=22,199)
Yes	74.1	74.7	74.4
Partial	16.5	15.8	16.2
No	9.4	9.4	9.4
Time in building	(N=15,368)	(N=9,443)	(N=24,811)
Less than ½ hour	23.3	21.3	22.5
½ to 1 hour	32.3	30.8	31.7
1 to 3 hours	36.8	38.7	37.5
Over 3 hours	7.6	9.2	8.2

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[1] Lack of a percentage means the information was not coded.

Table 53.--Reason for Visit by Occupation Residents of Detroit

Number	Occupation	School Work	Job or Business	Personal Reading	Other	Total
104	Accountants/aud	38.5	26.0	28.8	6.7	100.0
15	Public relations	20.0	40.0	40.0		100.0
50	Artists/art tchr	24.0	34.0	28.0	14.0	100.0
61	Authors/editors	19.7	41.0	29.5	9.8	100.0
52	Clergymen	19.2	38.5	21.2	21.2	100.1
872	Clerical workers	44.4	11.0	30.7	13.9	100.0
245	Craftsmen/foremen	28.6	15.9	39.6	15.9	100.0
73	Designers/draftsmen	34.2	23.3	27.3	15.1	99.9
377	Engineers/scientist	37.9	24.7	28.6	8.8	100.0
448	Homemakers	29.7	6.5	42.2	21.7	100.1
75	Laborers	13.3	13.3	60.0	13.3	99.9
45	Lawyers/judges	22.2	15.6	46.7	15.6	100.1
189	Managers/officials	38.6	23.3	27.5	10.6	100.0
40	Musicians/mus tchr	40.0	17.5	27.5	15.0	100.0
89	Nurses	51.7	5.6	36.0	6.7	100.0
215	Operatives	32.1	18.6	39.1	10.2	100.0
409	Other professional	33.3	22.0	32.3	12.5	100.1
32	Personnel/labor rel	43.8	6.3	37.5	12.5	100.1
38	Physicians/dentists	5.3	5.3	73.7	15.8	100.1
1,178	Teachers	48.9	21.1	18.3	11.6	99.9
239	Retired	6.7	4.2	66.9	22.2	100.0
224	Sales workers	30.4	29.5	29.5	10.7	100.1
188	Service workers	30.3	19.7	36.2	13.8	100.0
186	Social workers	35.5	23.7	29.6	11.3	100.1
11,258	Students	73.0	2.5	16.6	7.9	100.0
113	Technicians	37.2	15.0	31.9	15.9	100.0
92	Unemployed	16.3	9.8	53.3	20.7	100.1
493	Not reported	31.6	16.0	35.0	17.5	100.1
17,405	All Residents	59.9	8.0	22.2	10.0	100.1

Table 54.--Reason for Visit by Occupation
Non-residents

Number	Occupation	School Work	Job or Business	Personal Reading	Other	Total
95	Accountants/aud	46.3	20.0	24.2	9.5	100.0
12	Public relations	58.3	25.0		16.7	100.0
42	Artists/art tchr	23.8	35.7	21.4	19.0	99.9
33	Authors/editors	33.3	24.2	30.3	12.1	99.9
43	Clergymen	23.3	41.9	16.3	18.6	100.1
321	Clerical workers	44.2	9.7	28.0	18.1	100.0
171	Craftsmen/foremen	31.6	16.4	35.7	16.4	100.1
102	Designers/draftsmen	35.9	18.4	25.2	20.4	99.9
407	Engineers/scientist	31.4	29.0	30.0	9.6	100.0
455	Homemakers	34.3	5.9	25.7	34.1	100.0
23	Laborers	17.4	8.7	47.8	26.1	100.0
39	Lawyers/judges	20.5	30.8	33.3	15.4	100.0
133	Managers/officials	36.6	25.7	25.7	12.0	100.0
18	Musicians/mus tchr	38.9	27.8	33.3		100.0
38	Nurses	50.0	5.3	18.4	26.3	100.0
80	Operatives	33.8	13.8	40.0	12.5	100.1
306	Other professional	36.9	26.8	25.2	11.1	100.0
36	Personnel/labor rel	47.2	30.6	11.1	11.1	100.0
28	Physicians/dentists	21.4	25.0	32.1	21.4	99.9
735	Teachers	43.8	20.7	20.5	15.0	100.0
87	Retired	2.3	8.0	42.5	47.1	99.9
253	Sales workers	23.7	37.2	26.5	12.6	100.0
35	Service workers	25.7	8.6	42.9	22.9	100.1
72	Social workers	38.9	25.0	22.2	13.9	100.0
6,563	Students	75.3	1.6	13.5	9.6	100.0
59	Technicians	44.1	16.9	33.9	5.1	100.0
21	Unemployed	14.3	4.8	66.7	14.3	100.1
266	Not reported	33.7	18.8	25.4	22.1	100.0
10,523	All Non-residents	60.9	8.2	18.3	12.6	100.0

Table 55.--Satisfaction Received by Occupation Residents of Detroit

Number	Occupation	Satisfied	Partially Satisfied	Not Satisfied	Total
82	Accountants/aud	73.2	17.1	9.8	100.1
14	Public relations	71.4	21.4	7.1	99.9
40	Artists/art tchr	60.0	22.5	17.5	100.0
52	Authors/editors	75.0	19.2	5.8	100.0
45	Clergymen	91.1	6.7	2.2	100.0
691	Clerical workers	78.3	13.9	7.8	100.0
192	Craftsmen/foremen	79.7	16.1	4.2	100.0
66	Designers/draftsmen	72.7	15.2	12.1	100.0
299	Engineers/scientist	79.6	12.4	8.0	100.0
361	Homemakers	83.9	10.8	5.3	100.0
61	Laborers	80.3	13.1	6.6	100.0
35	Lawyers/judges	94.3	2.9	2.9	100.1
158	Managers/officials	79.7	15.8	4.4	99.9
31	Musicians/mus tchr	80.6	16.1	3.2	99.9
70	Nurses	75.7	17.1	7.1	99.9
179	Operatives	75.4	16.8	7.8	100.0
328	Other professional	76.2	12.8	11.0	100.0
27	Personnel/labor rel	70.4	22.2	7.4	100.0
34	Physicians/dentists	79.4	11.8	8.8	100.0
919	Teachers	76.3	14.1	9.6	100.0
212	Retired	90.6	7.1	2.4	100.1
190	Sales workers	83.2	11.6	5.3	100.1
156	Service workers	77.6	13.5	9.0	100.1
159	Social workers	74.2	11.3	14.5	100.0
8,884	Students	71.8	18.1	10.2	100.1
87	Technicians	83.9	10.3	5.7	99.9
77	Unemployed	74.0	15.4	10.4	99.8
381	Not reported	72.4	15.2	12.3	99.9

Table 56.--Satisfaction Received by Occupation
Non-residents

Number	Occupation	Satisfied	Partially Satisfied	Not Satisfied	Total
84	Accountants/aud	84.5	8.3	7.1	99.9
11	Public relations	81.8		18.2	100.0
37	Artists/art tchr	83.8	10.8	5.4	100.0
28	Authors/editors	71.4	17.9	10.7	100.0
38	Clergymen	76.3	18.4	5.3	100.0
259	Clerical workers	84.2	10.4	5.4	100.0
142	Craftsmen/foremen	81.0	11.3	7.7	100.0
79	Designers/draftsmen	69.6	20.3	10.1	100.0
327	Engineers/scientist	81.0	11.9	7.0	99.9
343	Homemakers	78.7	13.1	8.2	100.0
21	Laborers	90.5		9.5	100.0
32	Lawyers/judges	81.3	6.3	12.5	100.1
153	Managers/officials	76.5	9.2	14.4	100.1
17	Musicians/mus tchr	94.1		5.9	100.0
25	Nurses	84.0	4.0	12.0	100.0
71	Operatives	84.5	5.6	9.9	100.0
258	Other professional	81.0	7.4	11.6	100.0
35	Personnel/labor rel	77.1	11.4	11.4	99.9
25	Physicians/dentists	76.0	12.0	12.0	100.0
580	Teachers	75.7	9.1	15.2	100.0
78	Retired	89.7	1.3	9.0	100.0
219	Sales workers	77.2	9.1	13.7	100.0
29	Service workers	79.3	3.4	17.2	99.9
64	Social workers	68.8	9.4	21.9	100.1
5,133	Students	72.2	10.4	17.3	99.9
46	Technicians	78.3	8.7	13.0	100.0
14	Unemployed	71.4	7.1	21.4	99.9
221	Not reported	72.9	10.4	16.7	100.0

Table 57.--Satisfaction Received by Occupation[1] Macomb County

Number	Occupation	Satisfied	Partially Satisfied	Not Satisfied	Total
21	Accountants/aud	85.7	4.8	9.5	100.0
1	Public relations	100.0			100.0
4	Artists/art tchr	100.0			100.0
5	Authors/editors	80.0	20.0		100.0
5	Clergymen	80.0		20.0	100.0
40	Clerical workers	85.0	12.5	2.5	100.0
23	Craftsmen/foremen	82.6	13.0	4.3	99.9
13	Designers/draftsmen	92.3	7.7		100.0
37	Engineers/scientist	81.1	8.1	10.8	100.0
24	Homemakers	70.8	25.0	4.2	100.0
2	Laborers	100.0			100.0
1	Lawyers/judges	100.0			100.0
22	Managers/officials	77.3	18.2	4.5	100.0
3	Musicians/mus tchr	100.0			100.0
1	Nurses	100.0			100.0
18	Operatives	100.0			100.0
34	Other professional	91.2	2.9	5.9	100.0
3	Personnel/labor rel	66.7		33.3	100.0
	Physicians/dentists				
101	Teachers	71.3	16.8	11.9	100.0
8	Retired	75.0	12.5	12.5	100.0
29	Sales workers	75.9	20.7	3.4	100.0
3	Service workers	100.0			100.0
6	Social workers	66.7	33.3		100.0
724	Students	74.7	7.5	17.8	100.0
4	Technicians	75.0	25.0		100.0
	Unemployed				
26	Not reported	88.5	7.7	3.8	100.0
1,153	All Macomb Co	77.0	7.1	15.9	100.0

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[1] Limited to those who used library materials.

Table 58.--Satisfaction Received by Occupation[1]
Oakland County

Number	Occupation	Satisfied	Partially Satisfied	Not Satisfied	Total
25	Accountants/aud	80.0	12.0	8.0	100.0
1	Public relations		100.0		100.0
9	Artists/art tchr	88.9	11.0		99.9
9	Authors/editors	77.8		22.2	100.0
10	Clergymen	70.0		30.0	100.0
53	Clerical workers	83.0	9.4	7.5	99.9
38	Craftsmen/foremen	84.2	10.5	5.3	100.0
28	Designers/draftsmen	60.7	32.1	7.1	99.9
116	Engineers/scientist	83.6	12.9	3.4	99.9
135	Homemakers	79.3	14.1	6.7	100.1
7	Laborers	85.7	14.3		100.0
14	Lawyers/judges	85.7	7.1	7.1	99.9
49	Managers/officials	77.6	12.2	10.2	100.0
5	Musicians/mus tchr	80.0	20.0		100.0
3	Nurses	66.7	33.3		100.0
14	Operatives	78.6	14.3	7.1	100.0
82	Other professional	84.1	6.1	9.8	100.0
9	Personnel/labor rel	77.8	22.2		100.0
8	Physicians/dentists	62.5	25.0	12.5	100.0
190	Teachers	78.9	14.7	6.3	99.9
19	Retired	94.7	5.3		100.0
81	Sales workers	75.3	11.1	13.6	100.0
8	Service workers	62.5	37.5		100.0
15	Social workers	66.7	20.0	13.3	100.0
1,368	Students	69.2	20.8	10.1	100.1
4	Technicians	50.0	25.0	25.0	100.0
3	Unemployed	66.7	33.3		100.0
63	Not reported	74.6	19.0	6.3	99.9
2,366	All Oakland Co	73.3	8.8	17.9	100.0

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[1] Limited to those who used library materials

Table 59.--Satisfaction Received by Occupation[1]
Wayne County

Number	Occupation	Satisfied	Partially Satisfied	Not Satisfied	Total
24	Accountants/aud	95.8		4.2	100.0
7	Public relations	100.0			100.0
10	Artists/art tchr	90.0	10.0		100.0
10	Authors/editors	70.0	20.0	10.0	100.0
12	Clergymen	75.0	25.0		100.0
82	Clerical workers	82.9	12.2	4.9	100.0
37	Craftsmen/foremen	81.1	10.8	8.1	100.0
17	Designers/draftsmen	70.6	17.6	11.8	100.0
103	Engineers/scientist	80.6	8.7	10.7	100.0
83	Homemakers	74.7	15.7	9.6	100.0
8	Laborers	87.5	12.5		100.0
14	Lawyers/judges	71.4	21.4	7.1	99.9
49	Managers/officials	79.6	10.2	10.2	100.0
5	Musicians/mus tchr	100.0			100.0
11	Nurses	81.8	18.2		100.0
18	Operatives	83.3	11.1	5.6	100.0
73	Other professional	78.1	11.0	11.0	100.1
16	Personnel/labor rel	68.8	12.5	18.8	100.1
7	Physicians/dentists	85.7	14.3		100.0
167	Teachers	73.7	18.6	7.8	100.1
21	Retired	85.7	14.3		100.0
52	Sales workers	78.8	15.4	5.8	100.0
10	Service workers	80.0	10.0	10.0	100.0
23	Social workers	73.9	21.7	4.3	99.9
1,462	Students	70.9	20.2	8.9	100.0
24	Technicians	83.3	12.5	4.2	100.0
2	Unemployed	100.0			100.0
59	Not reported	69.5	18.6	11.9	100.0
2,406	All Wayne Co	73.8	8.5	17.7	100.0

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[1] Limited to those who used library materials.

Table 60.--Asked for Assistance by Occupation -- with Borrowers' Cards

Residents and Non-residents

Occupation	Residents (N=3,388)	Non-residents (N=1,304)
Accountants/aud	0.6	1.3
Public relations	0.1	
Artists/art tchr	0.3	0.5
Authors/editors	0.7	0.3
Clergymen	0.5	0.5
Clerical workers	4.6	4.3
Craftsmen/foremen	1.6	1.5
Designers/draftsmen	0.5	0.5
Engineers/scientist	2.2	1.6
Homemakers	2.9	4.9
Laborers	0.5	0.1
Lawyers/judges	0.1	0.4
Managers/officials	1.3	1.8
Musicians/mus tchr	0.2	0.3
Nurses	0.5	0.1
Operatives	1.3	0.5
Other professional	2.9	3.5
Personnel/labor rel	0.3	0.6
Physicians/dentists	0.2	0.2
Teachers	9.0	8.5
Retired	1.9	0.5
Sales workers	1.3	2.1
Service workers	1.3	0.1
Social workers	1.3	1.3
Students	60.8	63.1
Technicians	0.7	0.8
Unemployed	0.9	0.1
Not reported	1.5	0.7
TOTAL	99.9	100.1

Table 61.--Asked for Assistance by Occupation -- Without Borrowers' Cards

Residents and Non-residents

Occupation	Residents (N=3,078)	Non-residents (N=2,316)
Accountants/aud	0.5	1.3
Public relations	0.2	0.2
Artists/art tchr	0.4	0.5
Authors/editors	0.3	0.4
Clergymen	0.3	0.4
Clerical workers	5.8	2.6
Craftsmen/foremen	1.5	2.3
Designers/draftsmen	0.5	0.9
Engineers/scientist	1.8	4.1
Homemakers	3.1	4.6
Laborers	0.5	0.3
Lawyers/judges	0.3	0.6
Managers/officials	1.0	1.6
Musicians/mus tchr	0.2	0.3
Nurses	0.5	0.5
Operatives	1.3	0.7
Other professional	1.7	2.8
Personnel/labor rel	0.1	0.4
Physicians/dentists	0.3	0.5
Teachers	6.3	6.1
Retired	0.8	1.0
Sales workers	1.7	2.9
Service workers	1.1	0.4
Social workers	1.4	0.9
Students	61.7	46.5
Technicians	0.8	0.5
Unemployed	0.2	
Not reported	5.7	16.5
TOTAL	100.0	99.8

Table 62.--Time in Building by Occupation Residents and Non-residents

Number	Occupation	Under ½ hour	½ to 1 hour	1 to 3 hours	Over 3 hours	Total
195	Accountants/aud	20.5	34.9	33.3	11.3	100.0
26	Public relations	33.3	29.6	33.3	3.7	99.9
88	Artists/art tchr	28.4	33.0	31.8	6.8	100.0
83	Authors/editors	23.9	34.1	35.2	6.8	100.0
95	Clergymen	33.3	33.3	27.1	6.3	100.0
1,170	Clerical workers	27.5	29.5	35.1	7.9	100.0
406	Craftsmen/foremen	16.5	34.5	42.6	6.4	100.0
165	Designers/draftsmen	13.6	46.9	33.3	6.1	99.8
765	Engineers/scientist	20.8	31.5	39.2	8.5	100.0
855	Homemakers	21.9	36.1	34.2	7.6	99.8
99	Laborers	32.3	33.3	21.2	13.1	99.9
80	Lawyers/judges	26.3	40.0	30.0	3.8	100.1
376	Managers/officials	24.7	28.7	38.0	8.5	99.9
55	Musicians/mus tchr	21.8	47.3	30.9		100.0
120	Nurses	30.8	29.2	31.7	8.3	100.0
282	Operatives	22.7	36.2	35.1	6.0	100.0
696	Other professional	26.1	36.1	31.5	6.3	100.0
68	Personnel/labor rel	19.1	30.9	38.2	11.8	100.0
65	Physicians/dentists	18.5	50.8	26.2	4.6	100.1
1,856	Teachers	32.9	30.3	29.2	7.6	100.0
317	Retired	9.5	29.7	47.3	13.6	100.1
475	Sales workers	25.1	37.7	32.2	5.1	100.1
520	Service workers	26.4	32.3	35.5	5.9	99.9
255	Social workers	30.2	29.8	34.5	5.5	100.0
17,240	Students	19.7	30.9	40.4	8.8	99.8
170	Technicians	18.8	33.5	37.1	10.6	100.0
109	Unemployed	26.6	35.8	20.2	17.4	100.0
1,047	Not reported	23.3	32.8	35.6	8.3	100.0

Table 63.--Copying Machine use by Occupation Residents and Non-residents

Occupation	Resident Number	Resident Percent	Non-resident Number	Non-resident Percent
Accountants/aud	10	0.6	9	0.9
Public relations	2	0.1	2	0.2
Artists/art tchr	9	0.5	2	0.2
Authors/editors	12	0.7		
Clergymen	7	0.4	2	0.2
Clerical workers	79	4.6	29	2.9
Craftsmen/foremen	27	1.6	26	2.6
Designers/draftsmen	12	0.7	10	1.0
Engineers/scientist	54	3.1	57	5.8
Homemakers	39	2.3	45	4.5
Laborers	13	0.8	1	0.1
Lawyers/judges	4	0.2	5	0.5
Managers/officials	20	1.2	24	2.4
Musicians/mus tchr	2	0.1	2	0.2
Nurses	7	0.4	3	0.3
Operatives	26	1.5	7	0.7
Other professional	54	3.1	25	2.5
Personnel/labor rel	3	0.2	2	0.2
Physicians/dentists	6	0.3		
Teachers	106	6.1	62	6.3
Retired	25	1.5	13	1.3
Sales workers	24	1.4	36	3.6
Service workers	10	0.6	6	0.6
Social workers	17	1.0	9	0.9
Students	1,084	62.9	583	58.9
Technicians	13	0.8	2	0.2
Unemployed	10	0.6		
Not reported	49	2.8	28	2.8
TOTAL	1,724	100.1	990	99.8

Table 64.--Sex by Occupation

Occupation	Male	Female	Total
Accountants/aud	92.8	7.2	100.0
Public relations	63.2	36.8	100.0
Artists/art tchr	75.8	24.2	100.0
Authors/editors	60.3	39.7	100.0
Clergymen	93.2	6.8	100.0
Clerical workers	37.1	62.9	100.0
Craftsmen/foremen	95.5	4.5	100.0
Designers/draftsmen	95.4	4.6	100.0
Engineers/scientist	95.6	4.4	100.0
Homemakers		100.0	100.0
Laborers	96.1	3.9	100.0
Lawyers/judges	80.4	19.6	100.0
Managers/officials	88.8	11.2	100.0
Musicians/mus tchr	82.5	17.5	100.0
Nurses	8.5	91.5	100.0
Operatives	91.5	8.5	100.0
Other professional	70.2	29.8	100.0
Personnel/labor rel	84.6	15.4	100.0
Physicians/dentists	87.3	12.7	100.0
Teachers	53.6	46.4	100.0
Retired	72.2	27.8	100.0
Sales workers	85.0	15.0	100.0
Service workers	69.6	30.4	100.0
Social workers	42.6	57.4	100.0
Students	54.4	45.6	100.0
Technicians	70.0	30.0	100.0
Unemployed	58.4	41.6	100.0
Not reported	68.9	31.1	100.0

Table 65.--School Years Completed by Age Group
Macomb County

	School Years Completed						
Age Group	0-4 (N=3)	5-7 (N=20)	8 (N=29)	9-11 (N=238)	12 (N=406)	13-15 (N=621)	16 plus (N=372)
Under 14	100.0	90.0	27.6				
14-19		5.0	65.5	96.2	67.5	20.3	
20-24				1.3	10.3	60.2	26.6
25-29		5.0			4.7	8.9	35.5
30-34					2.7	3.1	11.5
35-39					4.9	3.2	8.9
40-44			3.4		3.9	1.6	7.8
45-49				0.8	3.7	1.3	4.3
50-54					0.7	1.0	4.0
55-59			3.4	0.8	0.7	0.2	1.3
60-64					0.5	0.2	
65-74				0.8	0.2	0.2	
75 plus							
TOTAL	100.0	100.0	99.9	99.9	99.8	100.2	99.9

Table 66.--School Years Completed by Age Group

Oakland County

	School Years Completed						
Age Group	0-4 (N=14)	5-7 (N=63)	8 (N=48)	9-11 (N=475)	12 (N=573)	13-15 (N=1,223)	16 plus (N=1,043)
Under 14	100.0	92.1	16.7				
14-19			79.2	96.4	63.5	22.8	
20-24				0.2	13.4	55.8	21.4
25-29				0.2	4.0	7.6	20.5
30-34		1.6			1.9	2.5	10.3
35-39		1.6			4.7	2.8	12.3
40-44			2.1	0.4	3.3	2.6	11.9
45-49					4.0	3.4	9.3
50-54			2.1	0.2	2.3	1.2	5.6
55-59				1.3	1.4	0.5	4.1
60-64					0.9	0.5	2.6
65-74		3.2		1.3	0.3	0.3	1.6
75 plus		1.6			0.2		0.4
TOTAL	100.0	100.1	100.1	99.8	99.9	100.0	100.0

Table 67.--School Years Completed by Age Group
Wayne County

	School Years Completed						
Age Group	0-4 (N=13)	5-7 (N=47)	8 (N=49)	9-11 (N=542)	12 (N=772)	13-15 (N=1,267)	16 plus (N=341)
Under 14	88.9	91.5	36.7	0.6			
14-19		2.1	51.0	96.3	62.2	35.1	
20-24			6.1	0.6	11.8	31.7	25.8
25-29				0.4	6.3	15.4	24.1
30-34			4.1	0.4	2.1	4.4	10.0
35-39			2.0	0.4	4.0	3.5	10.3
40-44				0.2	4.1	2.7	9.4
45-49				0.2	3.6	2.7	7.3
50-54		2.1		0.7	2.7	1.2	5.1
55-59	5.6	2.1			1.0	2.1	3.8
60-64				0.4	1.3	0.9	1.7
65-74					0.5	0.3	1.5
75 plus	5.6	2.1			0.3		0.5
TOTAL	100.1	99.9	99.9	100.2	99.9	100.0	100.0

Table 68.--School Years Completed by Age Group Residents of Detroit

	School Years Completed						
Age Group	0-4 (N=164)	5-7 (N=282)	8 (N=269)	9-11 (N=2,328)	12 (N=3,313)	13-15 (N=5,139)	16 plus (N=3,299)
Under 14	87.8	94.3	27.1	0.5			
14-19	2.4	1.8	62.5	92.4	58.1	22.9	
20-24	1.2			1.1	16.0	57.0	23.7
25-29	1.8		0.4	0.4	6.2	8.9	27.0
30-34	0.6	0.4	1.5	0.5	3.3	2.8	12.2
35-39	0.6			0.6	2.8	2.1	8.2
40-44		0.4	1.1	1.2	2.8	1.8	6.9
45-49	0.6	0.4	0.7	0.6	3.1	1.5	6.1
50-54	0.6	0.4	0.4	0.9	3.3	1.4	3.5
55-59	2.4	0.4	1.5	0.8	1.4	0.6	2.5
60-64	0.6		0.7	0.4	0.7	0.6	2.7
65-74	1.2	0.7	3.0	0.6	1.9	0.3	1.9
75 plus		1.4	1.1	0.1	0.4	0.1	0.3
TOTAL	99.8	100.2	100.0	100.1	100.0	100.0	100.0

Table 69.--Age Group by School Years Completed
Macomb County

Age Group	Number	School Years Completed 0-4	5-7	8	9-11	12	13-15	16 plus	Total
Under 14	29	10.3	62.1	27.6					100.0
14-19	649		0.2	2.9	35.3	42.2	19.4		100.0
20-24	518				0.6	8.1	72.2	19.1	100.0
25-29	207		0.5			9.2	26.6	63.8	100.1
30-34	73					15.1	26.0	58.9	100.0
35-39	73					27.4	27.4	45.2	100.0
40-44	56			1.3		28.6	17.9	51.8	100.1
45-49	41				4.9	36.6	19.5	39.0	100.0
50-54	24					12.5	25.0	62.5	100.0
55-59	12			8.3	16.7	25.0	8.3	41.7	100.0
60-64	3					66.7	33.3		100.0
65-74	4				50.0	25.0	25.0		100.0
75 plus									

Table 70.--Age Group by School Years Completed
Oakland County

Age Group	Number	School Years Completed 0-4	5-7	8	9-11	12	13-15	16 plus	Total
Under 14	30	17.5	72.5	10.0					100.0
14-19	1,139			3.3	40.2	32.0	24.5		100.0
20-24	983				0.1	7.8	69.4	22.7	100.0
25-29	331				0.3	6.9	28.1	64.7	100.0
30-34	150		0.7			7.3	20.7	71.3	100.0
35-39	190		0.5			14.2	17.9	67.4	100.0
40-44	178			0.6	1.1	10.7	18.0	69.7	100.1
45-49	161					14.3	25.4	60.2	99.9
50-54	88			1.1	1.1	14.8	17.0	65.9	99.9
55-59	63			6.0	9.0	11.9	9.0	64.2	100.1
60-64	38					13.2	15.8	71.1	100.1
65-74	33		6.5		19.4	6.5	12.9	54.8	100.1
75 plus	6		16.7			16.7		66.7	100.1

Table 71.--Age Group by School Years Completed
Wayne County

Age Group	Number	School Years Completed 0-4	5-7	8	9-11	12	13-15	16 plus	Total
Under 14	80	20.0	53.8	22.5	3.8				100.1
14-19	1,299		0.1	1.9	40.2	37.0	20.9		100.0
20-24	1,054			0.3	0.3	8.6	70.2	20.6	100.0
25-29	373				0.5	13.1	31.9	54.4	99.9
30-34	138			1.4	1.4	11.6	24.6	60.9	99.9
35-39	152			0.7	1.3	20.4	17.8	59.9	100.1
40-44	133				0.8	24.1	15.8	59.4	100.1
45-49	111				0.9	25.2	18.9	55.0	100.0
50-54	74		1.4			28.4	12.2	53.1	100.1
55-59	62	1.6	1.6		6.5	12.9	25.8	51.6	100.0
60-64	33				6.1	30.3	21.2	42.4	100.0
65-74	19					21.1	10.5	68.4	100.0
75 plus	8	12.5	12.5			25.0		50.0	100.0

Table 72.--Age Group by School Years Completed Residents of Detroit

Age Group	Number	School Years Completed 0-4	5-7	8	9-11	12	13-15	16 plus	Total
Under 14	494	29.1	53.8	14.8	2.2				99.9
14-19	5,431	0.1	0.1	3.1	39.6	35.4	21.7		100.0
20-24	4,430				0.6	11.9	66.1	21.4	100.0
25-29	1,565	0.2		0.1	0.6	13.2	29.1	56.9	100.0
30-34	673	0.1	0.1	0.6	1.6	16.3	21.4	59.7	99.8
35-39	487	0.2			2.9	19.3	22.0	55.6	100.0
40-44	445		0.2	0.7	6.1	20.7	21.1	51.2	100.0
45-49	399	0.2	0.2	0.5	3.4	25.4	21.0	49.1	100.1
50-54	322	0.3	0.3	0.3	6.2	33.5	23.0	36.3	99.9
55-59	188	2.1	0.5	2.1	9.6	24.5	16.5	44.7	100.0
60-64	152	0.7		1.3	5.9	15.0	19.0	58.2	100.1
65-74	170	1.2	1.2	4.7	8.8	38.2	9.4	36.5	100.0
75 plus	37		10.8	8.1	8.1	32.4	16.2	24.3	99.9

Table 73.--Source of Answer for In-person Reference Questions

(N=2,738)

Source	Percent
Card Catalog	18.2
Other Book	11.7
Vertical File	9.3
Special File	8.1
Other Non-Book	5.6
Juvenile Non-Fiction	5.5
Printed Index	5.2
Picture/Print	4.7
Directory	4.1
Film Visible Index	3.7
Almanac/Yearbook/Handbook	2.9
Map/Atlas	2.8
Periodical	2.4
Document	2.2
Shelf List	2.0
Bibliography	2.0
Encyclopedia	1.9
Filmstrip Catalog	1.5
Recording	1.5
Juvenile Fiction	1.5
Dictionary	0.9
Music	0.8
Film Catalog	0.6
Manuscript	0.4
Occupation File	0.2
Quotation	0.2
Order File	0.1
Newspaper	0.1
Short Story	0.1
Novel	
College Catalog	
Gazetteer	
TOTAL	100.2

Table 74.--Source of Answer for Telephone Reference Questions

(N=5,087)

Source	Percent
Directory	22.5
Card Catalog	11.8
Film Visible Index	7.9
Other Book	7.7
Dictionary	6.7
Other Non-Book	6.6
Special File	5.7
Almanac/Yearbook/Handbook	4.7
Document	3.2
Vertical File	2.9
Printed Index	2.6
Periodical	2.4
Filmstrip Catalog	2.3
Shelf List	2.2
Encyclopedia	1.8
Bibliography	1.4
Map/Atlas	1.3
Newspaper	1.2
Recording	0.8
Gazetteer	0.6
Juvenile Fiction	0.6
Quotation	0.6
Juvenile Non-Fiction	0.5
Music	0.4
Film Catalog	0.4
College Catalog	0.4
Order File	0.2
Manuscript	0.2
Short Story	0.1
Occupation File	
Novel	
TOTAL	99.7

Appendix C
Costs

Table 1, which is the first of seven tables used in the computation of costs, is basic in determining the assignment of costs to counties in the various alterntives presented in the text.

The other six tables which follow it relate specifically to data required to arrive at the cost by county based on service by minutes. The procedure used is as follows:

1. Total the number of questions, both in-person and telephone, asked in each department according to the time consumed as recorded by the staff. This is done on a county basis.
2. Multiply the total in each department by the median number of minutes in each time interval.
3. Add the minutes by department.
4. After securing total minutes by department on a county basis, add the total minutes in each department for all counties.
5. From this total of minutes, determine the percent of minutes by each department and county.
6. Multiply the departmental cost to be shared by the percentage to determine the cost for each department by county.

Table 1.--Department Costs to be Shared

Department	1966-67 Amount to be Shared[1]	Adjustment @[2] 5.7908 Percent	1967-68 Amount to be Shared
Browsing	$158,014	$ 9,150	$167,164
Burton Historical	212,528	12,307	224,835
Business & Finance	138,259	8,006	146.265
Children's	98,479	5,703	104,182
Educational Film	67,013	3,881	70,894
Fine Arts	153,928	8,914	162,842
General Information	234,534	13,581	248,115
History & Travel	201,717	11,681	213,398
Language & Literature	176,613	10,227	186,840
Music & Performing Arts	156,000	9,034	165,034
Philosophy, Rel. & Educ.	176,580	10,227	186,805
Rare Books	57,912	3,354	61,266
Schools	88,507	5,125	93,632
Sociology & Economics	245,619	14,223	259,842
Technology & Science	418,086	24,211	442,297
Total Reference	$2,583,789	$149,622	$2,733,411
Loan	43,593	2,524	46,117[3]
GRAND TOTAL	$2,627,382	$152,146	$2,779,528

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[1] Based on calculations in Nelson Associates, Inc., Methods & Procedures for Measuring Patron Use & Cost of Patron Services for the Detroit Metropolitan Library Project which states, "The cost totals arrived at constitute the direct costs of those units plus their fair share of fully allocated costs of all the units contributing to their operation. The costs to be shared include only those actually supported by local tax funds (excluding internally generated revenues and state and federal aid).

[2] Percentage increase over 1966-67 determined by Detroit Public Library.

[3] Only one-third of Loan & Registration Department cost used in final computation; other two-thirds allocated to non-Main Library costs. Basic cost of the department used in the table prior to adjustment was $130,778.

Table 2.--Minutes of Reference Use by County for Each Department[1]

	Macomb		Oakland		Wayne		Detroit and Others		Total	
Department	Number of Minutes	Per.	Number of Minutes	Per.	Number of Minutes	Per.	Number of Minutes	Per.	Number of Minutes	Per.
Browsing	17.5	3.5	20.0	4.0	80.0	16.2	337.5	76.3	495.0	100.0
Burton Historical	22.5	3.5	70.0	10.9	105.0	16.3	447.5	69.4	645.0	100.1
Business & Finance	170.0	4.2	477.5	11.9	267.5	6.7	3,102.5	77.2	4,017.5	100.0
Children's	72.5	6.9	92.5	8.9	142.5	13.6	737.5	70.6	1,045.0	100.0
Educational Film	198.0	4.6	717.5	16.8	472.5	11.0	2,895.5	67.6	4,283.5	100.0
Fine Arts	40.0	3.2	212.5	16.9	180.0	14.3	822.5	65.5	1,255.0	99.9
General Information	135.0	3.8	382.5	10.7	445.0	12.5	2,605.0	73.0	3,567.5	100.0
History & Travel	47.5	3.0	197.5	12.7	290.0	18.6	1,022.5	65.7	1,557.5	100.0
Language & Literature	100.0	3.9	202.5	8.0	390.0	15.4	1,843.5	72.7	2,536.0	100.0
Music & Performing Arts	112.5	8.6	167.5	12.8	225.0	17.3	798.5	61.3	1,303.5	100.0
Philosophy, Rel. & Educ.	57.5	3.3	237.5	13.4	220.0	12.5	1,245.0	70.7	1,760.0	99.9
Rare Books	52.5	12.5	45.0	10.7	12.5	3.0	310.0	73.8	420.0	100.0
Schools	5.0	0.6	112.5	12.9	90.0	10.3	662.5	76.1	870.0	99.9
Sociology & Economics	180.0	5.0	545.0	15.1	367.5	10.2	2,527.5	69.8	3,620.0	100.1
Technology & Science	305.0	7.2	767.5	18.1	395.0	9.3	2,775.0	65.4	4,242.5	100.0
TOTAL	1,515.5	4.8	4,247.5	13.4	3,682.5	11.6	22,172.5	70.1	31,618.0	99.9

[1] Minutes are arrived at by adding minutes required to answer both in-person reference and telephone reference questions

Table 3.--In-Person and Telephone Reference Questions by Department
Macomb County

Department	Under 5 Min.[1] In-Person	Under 5 Min.[1] Tel.	5 - 10 Min.[2] In-Person	5 - 10 Min.[2] Tel.	11 - 15 Min.[3] In-Person	11 - 15 Min.[3] Tel.
Browsing	1	0	2	0	0	0
Burton Historical	1	2	2	0	0	0
Business & Finance	4	40	0	6	0	2
Children's	5	3	1	2	1	0
Educational Film	3	21	2	11	0	2
Fine Arts	5	3	0	1	1	0
General Information	4	23	0	5	0	1
History & Travel	4	4	0	2	1	0
Language & Literature	3	12	2	4	0	0
Music & Performing Arts	7	14	1	3	0	1
Philosophy, Rel. & Educ.	3	8	1	3	0	0
Rare Books	2	4	0	0	0	3
Schools	2	0	0	0	0	0
Sociology & Economics	4	6	3	7	0	0
Technology & Science	7	17	3	9	0	4

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[1] Use 2.5 minutes as median for each question.

[2] Use 7.5 minutes as median for each question.

[3] Use 12.5 minutes as median for each question.

Table 3.--In-Person and Telephone Reference Questions by Department (Continued)
Macomb County

Department	16 - 20 Min.[4]		21 - 30 Min.[5]		31 - 60 Min.[6]		Over 60 Min.[7]	
	In-Person	Tel.	In-Person	Tel.	In-Person	Tel.	In-Person	Tel.
Browsing	0	0	0	0	0	0	0	0
Burton Historical	0	0	0	0	0	0	0	0
Business & Finance	0	0	0	0	0	0	0	0
Children's	0	1	0	0	0	0	0	0
Educational Film	0	1	0	0	0	0	0	0
Fine Arts	0	0	0	0	0	0	0	0
General Information	0	1	0	0	0	0	0	0
History & Travel	0	0	0	0	0	0	0	0
Language & Literature	1	0	0	0	0	0	0	0
Music & Performing Arts	1	0	0	0	0	0	0	0
Philosophy, Rel. & Educ.	0	0	0	0	0	0	0	0
Rare Books	0	0	0	0	0	0	0	0
Schools	0	0	0	0	0	0	0	0
Sociology & Economics	0	2	0	0	0	1	0	0
Technology & Science	0	2	0	1	0	1	0	0

[4] Use 17.5 minutes as median for each question.

[5] Use 25 minutes as median for each question.

[6] Use 45 minutes as median for each question.

[7] Use 60 minutes as median for each question.

Table 4.--In-Person and Telephone Reference Questions by Department
Oakland County

Department	Under 5 Min.[1]		5 - 10 Min.[2]		11 - 15 Min.[3]	
	In-Person	Tel.	In-Person	Tel.	In-Person	Tel.
Browsing	2	0	1	1	0	0
Burton Historical	5	5	5	1	0	0
Business & Finance	11	95	4	17	0	3
Children's	10	5	1	3	2	0
Educational Film	14	54	8	25	0	15
Fine Arts	18	15	11	3	1	1
General Information	8	57	6	16	1	2
History & Travel	11	17	7	10	0	0
Language & Literature	8	30	0	12	0	0
Music & Performing Arts	13	16	1	6	0	2
Philosophy, Rel. & Educ.	13	15	4	4	0	0
Rare Books	0	2	0	2	0	2
Schools	5	0	6	0	2	1
Sociology & Economics	19	33	7	14	2	4
Technology & Science	17	45	10	21	3	2

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[1] Use 2.5 minutes as median for each question.

[2] Use 7.5 minutes as median for each question.

[3] Use 12.5 minutes as median for each question.

Table 4.--In-Person and Telephone Reference Questions by Department (Continued)
Oakland County

Department	16 - 20 Min.[4]		21 - 30 Min.[5]		31 - 60 Min.[6]		Over 60 Min.[7]	
	In-Person	Tel.	In-Person	Tel.	In-Person	Tel.	In-Person	Tel.
Browsing	0	0	0	0	0	0	0	0
Burton Historical	0	0	0	0	0	0	0	0
Business & Finance	0	1	0	0	0	0	0	0
Children's	0	0	0	0	0	0	0	0
Educational Film	0	3	1	0	0	1	0	1
Fine Arts	0	0	0	0	0	0	0	0
General Information	0	1	0	0	0	0	0	0
History & Travel	0	0	0	0	0	0	0	0
Language & Literature	0	1	0	0	0	0	0	0
Music & Performing Arts	1	0	0	0	0	0	0	0
Philosophy, Rel. & Educ.	0	1	0	0	0	2	0	0
Rare Books	0	0	0	0	0	0	0	0
Schools	0	1	0	0	0	0	0	0
Sociology & Economics	1	0	1	2	0	2	0	0
Technology & Science	0	3	2	2	0	1	0	2

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[4] Use 17.5 minutes as median for each question.

[5] Use 25 minutes as median for each question.

[6] Use 45 minutes as median for each question.

[7] Use 60 minutes as median for each question.

Table 5.--In-Person and Telephone Reference Questions by Department Wayne County[1]

Department	Under 5 Min.[2]		5 - 10 Min.[3]		11 - 15 Min.[4]	
	In-Person	Tel.	In-Person	Tel.	In-Person	Tel.
Browsing	4	1	2	1	0	0
Burton Historical	9	7	0	3	1	1
Business & Finance	3	79	0	5	1	1
Children's	21	5	3	4	1	1
Educational Film	10	36	4	23	1	10
Fine Arts	17	7	3	3	1	0
General Information	12	63	1	15	1	1
History & Travel	20	16	8	3	1	1
Language & Literature	12	47	1	20	0	0
Music & Performing Arts	15	23	1	8	0	0
Philosophy, Rel. & Educ.	7	38	3	8	0	2
Rare Books	0	0	0	0	0	1
Schools	2	0	1	1	0	0
Sociology & Economics	8	37	5	19	0	1
Technology & Science	25	33	7	8	1	4

[1] Excludes Detroit

[2] Use 2.5 minutes as median for each question.

[3] Use 7.5 minutes as median for each question.

[4] Use 12.5 minutes as median for each question.

Table 5.--In-Person and Telephone Reference Questions by Department (Continued)
Wayne County

Department	16 - 20 Min.[5]		21 - 30 Min.[6]		31 - 60 Min.[7]		Over 60 Min.[8]	
	In-Person	Tel.	In-Person	Tel.	In-Person	Tel.	In-Person	Tel.
Browsing	0	0	0	0	1	0	0	0
Burton Historical	1	0	0	0	0	0	0	0
Business & Finance	0	0	0	0	0	0	0	0
Children's	0	0	0	0	0	0	0	0
Educational Film	0	1	0	0	0	0	0	0
Fine Arts	0	1	0	0	0	1	0	0
General Information	0	1	1	1	0	1	0	0
History & Travel	0	1	1	2	0	0	0	0
Language & Literature	0	0	1	0	0	0	0	1
Music & Performing Arts	0	1	0	0	0	1	0	0
Philosophy, Rel. & Educ.	0	0	0	0	0	0	0	0
Rare Books	0	0	0	0	0	0	0	0
Schools	0	0	2	0	0	1	0	0
Sociology & Economics	0	1	0	0	0	1	0	0
Technology & Science	0	0	1	2	0	0	0	0

[5] Use 17.5 minutes as median for each question.

[6] Use 25 minutes as median for each question.

[7] Use 45 minutes as median for each question.

[8] Use 60 minutes as median for each question.

Table 6.--In-Person and Telephone Reference Questions by Department Detroit and Other Counties[1]

Department	Under 5 Min.[2] In-Person	Under 5 Min.[2] Tel.	5 - 10 Min.[3] In-Person	5 - 10 Min.[3] Tel.	11 - 15 Min.[4] In-Person	11 - 15 Min.[4] Tel.
Browsing	20	16	16	2	8	0
Burton Historical	18	41	8	10	2	3
Business & Finance	45	805	3	88	0	16
Children's	61	59	24	16	3	2
Educational Film	35	208	14	128	4	53
Fine Arts	49	44	10	10	1	8
General Information	58	435	10	81	5	15
History & Travel	42	125	16	31	7	5
Language & Literature	40	303	8	74	1	10
Music & Performing Arts	92	135	16	20	4	6
Philosophy, Rel. & Educ.	56	131	12	54	1	3
Rare Books	2	8	0	14	0	2
Schools	9	1	7	6	7	9
Sociology & Economics	79	257	26	89	4	15
Technology & Science	68	231	30	84	6	28

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[1] Excludes Macomb & Oakland Counties & Wayne County outside Detroit.

[2] Use 2.5 minutes as median for each question.

[3] Use 7.5 minutes as median for each question.

[4] Use 12.5 minutes as median for each question.

Table 6.--In-Person and Telephone Reference Questions by Department (Continued)
Detroit and Other Counties

Department	16 - 20 Min.[5]		21 - 30 Min.[6]		31 - 60 Min.[7]		Over 60 Min.[8]	
	In-Person	Tel.	In-Person	Tel.	In-Person	Tel.	In-Person	Tel.
Browsing	2	1	0	0	0	0	0	0
Burton Historical	1	0	0	1	0	0	1	0
Business & Finance	0	4	0	1	0	0	0	0
Children's	0	0	0	3	0	0	0	0
Educational Film	0	10	0	0	0	0	0	0
Fine Arts	0	5	0	6	0	2	0	0
General Information	1	5	1	4	0	2	0	2
History & Travel	1	2	1	1	0	0	0	0
Language & Literature	0	3	1	2	0	2	0	0
Music & Performing Arts	1	1	0	0	0	0	0	0
Philosophy, Rel. & Educ.	1	6	0	2	0	0	0	1
Rare Books	2	0	0	0	2	0	0	0
Schools	5	6	0	4	0	3	0	0
Sociology & Economics	1	6	0	9	0	4	0	1
Technology & Science	2	7	1	10	0	3	0	3

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[5] Use 17.5 minutes as median for each question.

[6] Use 25 minutes as median for each question.

[7] Use 45 minutes as median for each question.

[8] Use 60 minutes as median for each question.

Table 7.--Cost by County Based on Minutes of Reference Use and Loan Charges

Department	Macomb	Oakland	Wayne	Detroit & Others	Total[1]
Browsing	$ 5,851	$ 6,687	$ 27,081	$ 127,546	$ 167,165
Burton Historical	7,869	24,507	36,648	156,035	225,059
Business & Finance	6,143	17,406	9,800	112,917	146,266
Children's	7,189	9,272	14,169	73,552	104,182
Educational Film	3,261	11,910	7,798	47,924	70,893
Fine Arts	5,213	27,529	23,294	106,696	162,732
General Information	9,428	26,543	31,014	181,124	248,114
History & Travel	6,402	27,102	39,692	140,202	213,398
Language & Literature	7,287	14,947	28,773	135,833	186,840
Music & Performing Arts	14,193	21,124	28,551	101,166	165,034
Philosophy, Rel. & Educ.	6,165	25,032	23,351	132,071	186,619
Rare Books	7,658	6,555	1,838	45,214	61,265
Schools	562	12,079	9,644	71,254	93,539
Sociology & Economics	12,992	39,236	26,504	181,370	260,102
Technology & Science	31,845	80,056	41,134	289,262	442,297
Total Reference	132,058	349,990	349,291	1,902,166	2,733,505
Loan	2,075	4,658	4,197	35,187	46,117
GRAND TOTAL	$134,133	$354,648	$353,488	$1,937,353	$2,779,622

TOTAL NON-RESIDENT $842,269.00

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[1] Amounts vary slightly from those included in table 1 since percentages used are only in the thousands.

[2] Based on one-third of total amount to be shared ($138,351). Percentages are loan charges by county as indicated on page 15; Macomb 4.5, Oakland 10.1, Wayne 9.1, Detroit & other 76.3.